Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099893337	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	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	Comments on Courtesy	2.4	textarea		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	Concern	Rate the service experience of concern	3.1	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	Concern	For concern, employee should continue	3.2	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
681099893337			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	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
681099893337			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		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	Timely Resolution	Rate the service experience of timely resolution	4.1	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	Timely Resolution	For timely resolution, employee should continue	4.2	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
681099893337			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	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
681099893337			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		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	Technical Knowledge	Rate the service experience of technical knowledge	5.1	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	Technical Knowledge	For technical knowledge, employee should continue	5.2	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
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681099893337			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		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	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	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	FCR	Please select the best description for the resolution status of the interaction	6.2	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	FCR	If CSR Error, please explain	6.3	textarea		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	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	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	Paperless Billing	Comment if "other" was used above	7.2	textarea		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	Overall Customer Experience	How would you rate the overall customer experience	8.1	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	Evaluation Status	Add extra notes below as needed	9.1	textarea		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
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099884243	[redacted]		CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099884243			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Sep, 2025 03:09:38 PM	11 Sep, 2025 03:14:20 PM	11 Sep, 2025 02:11:36 PM	0:02:56		Internal
681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
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681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
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681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
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681099897357			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 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			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 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			CTE_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 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099897357			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Sep, 2025 03:22:26 PM	11 Sep, 2025 03:26:14 PM	11 Sep, 2025 02:57:07 PM	0:03:13		Internal
681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
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681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
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681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
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681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 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
681099820085	[redacted]		CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	1 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		1 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		1 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		1 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
681099820085			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		1 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		1 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		1 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
681099820085			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		1 Sep, 2025 01:27:42 PM	11 Sep, 2025 03:34:02 PM	10 Sep, 2025 08:41:49 PM	0:03:49		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		1 Sep, 2025 02:49:32 PM	11 Sep, 2025 03:42:41 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		4 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		4 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		4 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		4 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		4 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		4 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		4 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 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
680062415919	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
680062415919			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Sep, 2025 06:32:39 AM	11 Sep, 2025 03:50:53 PM	02 Sep, 2025 05:16:45 PM	0:06:44		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			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 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 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
681099476965	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			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 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099476965			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Sep, 2025 05:01:27 AM	11 Sep, 2025 04:23:56 PM	09 Sep, 2025 12:36:11 PM	0:04:21		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			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 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			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 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			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 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099588745			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Sep, 2025 04:29:21 PM	11 Sep, 2025 04:35:26 PM	09 Sep, 2025 06:43:53 PM	0:03:51		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 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
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			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 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			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 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			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 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099499423			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Sep, 2025 10:31:20 PM	11 Sep, 2025 04:38:32 PM	09 Sep, 2025 02:23:39 PM	0:02:36		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099487254			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Sep, 2025 09:01:41 PM	11 Sep, 2025 04:50:32 PM	09 Sep, 2025 01:30:51 PM	0:07:39		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099204045	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
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681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			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 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			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 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_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 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099204045			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Sep, 2025 04:40:05 PM	11 Sep, 2025 04:57:12 PM	07 Sep, 2025 02:29:28 AM	0:03:31		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			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 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099574993			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099574993	[redacted]		CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	11 Sep, 2025 02:31:15 AM	11 Sep, 2025 05:18:42 PM	09 Sep, 2025 06:02:38 PM	0:07:02		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_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 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099620203			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Sep, 2025 04:56:52 PM	11 Sep, 2025 05:30:55 PM	09 Sep, 2025 08:02:29 PM	0:03:39		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099855187	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			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 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			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 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_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 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099855187			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	11 Sep, 2025 06:01:53 PM	11 Sep, 2025 06:20:57 PM	11 Sep, 2025 11:53:10 AM	0:05:16		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099937162	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			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 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			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 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_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 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099937162			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Sep, 2025 06:34:27 PM	11 Sep, 2025 06:48:19 PM	11 Sep, 2025 05:01:18 PM	0:04:32		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099907627			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Sep, 2025 07:03:34 PM	11 Sep, 2025 07:14:05 PM	11 Sep, 2025 03:33:28 PM	0:03:36		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 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
681099624711	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
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681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681099624711			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Sep, 2025 06:54:00 PM	11 Sep, 2025 07:18:35 PM	09 Sep, 2025 08:34:43 PM	0:03:47		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		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
681098598136	[redacted]		CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			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 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681098598136			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 11:41:17 AM	12 Sep, 2025 11:51:30 AM	03 Sep, 2025 02:41:45 PM	0:04:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
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681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 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
681099236182	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099236182			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 12:20:56 PM	12 Sep, 2025 12:24:24 PM	08 Sep, 2025 01:01:00 AM	0:03:33		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
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681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_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 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099739925			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Sep, 2025 08:01:43 PM	12 Sep, 2025 12:44:54 PM	10 Sep, 2025 04:15:52 PM	0:03:19		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
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681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
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681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099264325	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099264325			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Sep, 2025 04:01:24 PM	12 Sep, 2025 12:47:32 PM	08 Sep, 2025 01:47:02 PM	0:04:42		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			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 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			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 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			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 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		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	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099600036			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Sep, 2025 10:31:22 PM	12 Sep, 2025 01:14:01 PM	09 Sep, 2025 07:29:43 PM	0:07:46		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099747925	[redacted]		CTE_Bus_Default	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099747925			CTE_Bus_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Sep, 2025 08:01:42 PM	12 Sep, 2025 01:14:58 PM	10 Sep, 2025 04:45:31 PM	0:05:09		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099468710			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 01:20:30 PM	12 Sep, 2025 01:22:54 PM	09 Sep, 2025 04:06:53 AM	0:03:04		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099116235			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 01:30:38 PM	12 Sep, 2025 01:52:18 PM	05 Sep, 2025 08:47:02 PM	0:02:09		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 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
681099981647	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681099981647			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 02:34:26 PM	12 Sep, 2025 02:49:40 PM	11 Sep, 2025 08:08:59 PM	0:05:19		Internal
681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
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681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
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681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
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681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
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681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681100054190	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
681100054190			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Sep, 2025 03:08:41 PM	12 Sep, 2025 03:15:59 PM	12 Sep, 2025 02:00:49 PM	0:05:17		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
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681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
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681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
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681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Sep, 2025 03:01:51 PM	12 Sep, 2025 03:31:00 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 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
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			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 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			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 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681100064652			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 03:15:53 PM	12 Sep, 2025 03:45:43 PM	12 Sep, 2025 02:21:05 PM	0:02:45		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099860948			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 03:47:34 PM	12 Sep, 2025 03:50:57 PM	11 Sep, 2025 12:38:16 PM	0:03:47		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 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
681099229114	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_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 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681099229114			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 03:55:25 PM	12 Sep, 2025 03:59:31 PM	07 Sep, 2025 08:26:52 PM	0:03:41		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		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
681100045407	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			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 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100045407			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Sep, 2025 03:32:54 PM	12 Sep, 2025 04:03:52 PM	12 Sep, 2025 01:29:48 PM	0:02:04		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
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681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
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681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
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681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681100079914			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	12 Sep, 2025 04:09:06 PM	12 Sep, 2025 04:13:16 PM	12 Sep, 2025 03:28:12 PM	0:05:03		Internal
681099979764			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
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681099979764			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		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
681099979764		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
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681099979764		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764		CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681099979764		CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 04:48:31 PM	12 Sep, 2025 04:57:15 PM	11 Sep, 2025 08:04:03 PM	0:03:48		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
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681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
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681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
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681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_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 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100051990		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 05:11:58 PM	12 Sep, 2025 05:15:27 PM	12 Sep, 2025 01:39:46 PM	0:02:54		Internal
681100033339		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 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
681100033339	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_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 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681100033339			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 04:22:51 PM	12 Sep, 2025 05:23:43 PM	12 Sep, 2025 12:12:07 PM	0:02:18		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 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
681099912290	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
681099912290			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 05:20:30 PM	12 Sep, 2025 05:24:14 PM	11 Sep, 2025 03:49:25 PM	0:03:20		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			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 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
680062517146			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Sep, 2025 01:32:18 PM	12 Sep, 2025 05:33:46 PM	02 Sep, 2025 10:02:08 PM	0:06:24		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 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
681099247491	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
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681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
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681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
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681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_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 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681099247491			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 05:44:07 PM	12 Sep, 2025 05:47:21 PM	08 Sep, 2025 12:06:42 PM	0:03:56		Internal
681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
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681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
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681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
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681100078157	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
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681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100078157			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 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100078157			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 05:53:15 PM	12 Sep, 2025 06:03:24 PM	12 Sep, 2025 03:27:38 PM	0:04:44		Internal
681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
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681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
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681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
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681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
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681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
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681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
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681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
681100087652			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 05:53:35 PM	12 Sep, 2025 06:07:43 PM	12 Sep, 2025 03:56:03 PM	0:03:15		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
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681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			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 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100006634			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 06:27:34 PM	12 Sep, 2025 06:29:27 PM	11 Sep, 2025 09:16:23 PM	0:04:22		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681100084612			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 06:21:54 PM	12 Sep, 2025 06:40:18 PM	12 Sep, 2025 03:44:27 PM	0:03:50		Internal
681098568385			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
681098568385			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
681098568385			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 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
68109856838 5	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109856838 5			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 06:34:45 PM	12 Sep, 2025 06:41:36 PM	03 Sep, 2025 02:12:24 PM	0:04:32		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
68109848473 1			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 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
681099484731	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
681099484731			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
681099484731			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
681099484731			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
681099484731			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
681099484731			CTE_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 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
681099484731			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
681099484731			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
681099484731			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 06:47:58 PM	12 Sep, 2025 07:15:09 PM	09 Sep, 2025 12:55:45 PM	0:04:41		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681099639588			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 08:25:32 PM	12 Sep, 2025 08:28:18 PM	09 Sep, 2025 09:27:28 PM	0:03:59		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 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
681100201748	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_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 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681100201748			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Sep, 2025 06:57:12 PM	14 Sep, 2025 07:20:12 PM	13 Sep, 2025 02:07:03 AM	0:03:06		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 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
681099874710	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_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 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681099874710			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Sep, 2025 07:31:11 PM	14 Sep, 2025 07:58:03 PM	11 Sep, 2025 01:40:04 PM	0:02:57		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_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 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681100195822			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Sep, 2025 08:08:22 PM	14 Sep, 2025 08:22:17 PM	12 Sep, 2025 10:22:53 PM	0:04:00		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 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
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_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 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681099888819			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Sep, 2025 08:33:05 PM	14 Sep, 2025 08:39:33 PM	11 Sep, 2025 02:27:15 PM	0:02:05		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		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
681100095833	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_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 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100095833			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	14 Sep, 2025 09:08:45 PM	14 Sep, 2025 09:22:29 PM	12 Sep, 2025 04:20:23 PM	0:02:20		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_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 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100191768			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	15 Sep, 2025 11:21:35 AM	15 Sep, 2025 11:39:23 AM	12 Sep, 2025 10:19:36 PM	0:04:03		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681100266076	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_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 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
681100266076			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 01:51:49 PM	15 Sep, 2025 02:05:16 PM	15 Sep, 2025 01:04:39 PM	0:02:52		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680062531910	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			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 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			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 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_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 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
680062531910			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Sep, 2025 07:35:05 PM	15 Sep, 2025 03:19:31 PM	03 Sep, 2025 12:48:58 AM	0:05:17		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100296206			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 03:23:02 PM	15 Sep, 2025 03:32:23 PM	15 Sep, 2025 02:49:45 PM	0:03:06		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 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
681100267408	[redacted]	[redacted]	CTE_Res_Moving_Span	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			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		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100267408			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 03:36:08 PM	15 Sep, 2025 03:41:13 PM	15 Sep, 2025 01:10:54 PM	0:03:56		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
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681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
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681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
681100297436			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 03:41:22 PM	15 Sep, 2025 03:57:17 PM	15 Sep, 2025 02:56:52 PM	0:03:15		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680062518261	[redacted]		CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
680062518261			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 03:59:06 PM	15 Sep, 2025 04:07:18 PM	02 Sep, 2025 10:01:04 PM	0:05:38		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
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681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
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681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
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681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_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 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100194098			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 04:34:04 PM	15 Sep, 2025 05:04:12 PM	12 Sep, 2025 10:11:34 PM	0:05:31		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681100315392	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_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 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681100315392			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 06:03:31 PM	15 Sep, 2025 06:10:26 PM	15 Sep, 2025 03:52:59 PM	0:02:24		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099996096		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 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681099996096		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 06:09:38 PM	15 Sep, 2025 06:16:51 PM	11 Sep, 2025 09:03:38 PM	0:04:06		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		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 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100252557		CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 06:26:59 PM	15 Sep, 2025 08:37:16 AM	0:03:37		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681100154440			CTE_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 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681100154440			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 06:22:01 PM	15 Sep, 2025 06:28:54 PM	12 Sep, 2025 07:50:54 PM	0:02:43		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			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		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681099963343			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 06:33:14 PM	15 Sep, 2025 06:37:32 PM	11 Sep, 2025 07:13:55 PM	0:03:09		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	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
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_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 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681100023990			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 03:24:38 PM	15 Sep, 2025 06:49:47 PM	12 Sep, 2025 12:32:56 AM	0:02:17		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			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 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681099974609			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 07:03:35 PM	15 Sep, 2025 07:18:13 PM	11 Sep, 2025 07:40:11 PM	0:03:56		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 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
681098761670	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_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 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
681098761670			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 06:59:58 PM	15 Sep, 2025 07:18:52 PM	04 Sep, 2025 12:03:18 PM	0:04:24		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
680062323929			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 07:20:40 PM	15 Sep, 2025 07:24:37 PM	02 Sep, 2025 01:59:36 PM	0:02:48		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 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
681100274691	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			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		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100274691			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 07:50:25 PM	15 Sep, 2025 07:54:32 PM	15 Sep, 2025 01:38:50 PM	0:04:09		Internal
681100244509			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 09:43:16 PM	14 Sep, 2025 07:41:45 PM	0:02:59		Internal
681100244509			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 09:43:16 PM	14 Sep, 2025 07:41:45 PM	0:02:59		Internal
681100244509			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 09:43:16 PM	14 Sep, 2025 07:41:45 PM	0:02:59		Internal
681100244509			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 09:43:16 PM	14 Sep, 2025 07:41:45 PM	0:02:59		Internal
681100244509			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 09:43:16 PM	14 Sep, 2025 07:41:45 PM	0:02:59		Internal
681100244509			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 09:43:16 PM	14 Sep, 2025 07:41:45 PM	0:02:59		Internal
681100244509			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 09:43:16 PM	14 Sep, 2025 07:41:45 PM	0:02:59		Internal
681100244509			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 09:43:16 PM	14 Sep, 2025 07:41:45 PM	0:02:59		Internal
681100244509			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 09:43:16 PM	14 Sep, 2025 07:41:45 PM	0:02:59		Internal
681100244509			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 09:43:16 PM	14 Sep, 2025 07:41:45 PM	0:02:59		Internal
681100244509			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 09:43:16 PM	14 Sep, 2025 07:41:45 PM	0:02:59		Internal
681100244509			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 09:43:16 PM	14 Sep, 2025 07:41:45 PM	0:02:59		Internal
681100244509			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 09:43:16 PM	14 Sep, 2025 07:41:45 PM	0:02:59		Internal
681100244509			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 09:43:16 PM	14 Sep, 2025 07:41:45 PM	0:02:59		Internal
681100244509			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Sep, 2025 09:01:33 AM	15 Sep, 2025 09:43:16 PM	14 Sep, 2025 07:41:45 PM	0:02:59		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_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 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		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
681099661989	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_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 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681099661989			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Sep, 2025 09:01:36 PM	15 Sep, 2025 09:46:13 PM	10 Sep, 2025 12:05:32 AM	0:04:50		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
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681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
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681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_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 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100244627			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 09:01:32 AM	15 Sep, 2025 09:56:37 PM	14 Sep, 2025 07:49:20 PM	0:02:21		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681100311819	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
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681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_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 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681100311819			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 11:29:24 AM	16 Sep, 2025 11:39:13 AM	15 Sep, 2025 03:39:08 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099383522	[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]	16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681099383522			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 11:53:07 AM	16 Sep, 2025 12:09:55 PM	08 Sep, 2025 06:26:27 PM	0:05:11		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_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 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681100459622			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 01:23:02 PM	16 Sep, 2025 01:30:06 PM	16 Sep, 2025 12:22:06 PM	0:05:35		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		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
681099588069	[redacted]		CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681099588069			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 01:32:49 PM	16 Sep, 2025 01:41:14 PM	09 Sep, 2025 06:42:33 PM	0:04:34		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100266649			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 01:50:10 PM	16 Sep, 2025 01:54:42 PM	15 Sep, 2025 01:09:45 PM	0:01:14		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_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 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100164045			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 01:51:28 PM	16 Sep, 2025 02:01:12 PM	12 Sep, 2025 08:25:09 PM	0:04:39		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		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
681100183102	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
681100183102			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 02:14:09 PM	16 Sep, 2025 02:32:33 PM	12 Sep, 2025 09:17:00 PM	0:02:37		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_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 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
680062415126			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 02:51:36 PM	16 Sep, 2025 02:59:28 PM	02 Sep, 2025 05:10:31 PM	0:03:18		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 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
681100487398	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100487398			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 02:55:15 PM	16 Sep, 2025 03:15:24 PM	16 Sep, 2025 02:09:00 PM	0:04:22		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681100398142	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_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 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100398142			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 03:14:25 PM	16 Sep, 2025 03:17:40 PM	15 Sep, 2025 07:27:52 PM	0:03:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
681100474622			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 03:53:35 PM	16 Sep, 2025 04:38:00 PM	16 Sep, 2025 01:24:14 PM	0:04:42		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
680062349373	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_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 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
680062349373			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 05:24:43 PM	16 Sep, 2025 05:28:07 PM	02 Sep, 2025 02:31:39 PM	0:03:02		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 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
681100514475	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_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 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100514475			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 05:04:26 PM	16 Sep, 2025 05:57:04 PM	16 Sep, 2025 04:08:37 PM	0:03:13		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
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681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
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681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 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
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100463110			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 06:11:41 PM	16 Sep, 2025 06:26:55 PM	16 Sep, 2025 12:33:50 PM	0:03:59		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
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681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
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681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
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681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100372062			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 06:52:26 PM	16 Sep, 2025 06:56:10 PM	15 Sep, 2025 07:00:06 PM	0:03:03		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681100546083	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_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 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681100546083			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 06:52:14 PM	16 Sep, 2025 07:03:39 PM	16 Sep, 2025 06:10:02 PM	0:02:04		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
681099503762			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				12 Sep, 2025 07:57:54 PM	16 Sep, 2025 10:22:58 PM	09 Sep, 2025 02:28:10 PM	0:03:49		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682125617614	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_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 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
682125617614			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 11:31:40 AM	17 Sep, 2025 11:52:03 AM	16 Sep, 2025 09:48:57 PM	0:03:53		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681100512293	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100512293			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 12:06:57 PM	17 Sep, 2025 12:17:41 PM	16 Sep, 2025 03:59:39 PM	0:04:23		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			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 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100423911			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 12:17:18 PM	17 Sep, 2025 12:22:51 PM	15 Sep, 2025 09:16:54 PM	0:04:14		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
681100472401			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 01:31:32 AM	17 Sep, 2025 01:17:01 PM	16 Sep, 2025 01:32:06 PM	0:04:53		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			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 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125619308			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 12:51:12 PM	17 Sep, 2025 01:22:50 PM	16 Sep, 2025 09:56:32 PM	0:03:00		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 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
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
682125613418			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 01:35:16 PM	17 Sep, 2025 01:40:04 PM	16 Sep, 2025 09:36:37 PM	0:04:36		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		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
681100244600	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_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 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100244600			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Sep, 2025 10:31:17 PM	17 Sep, 2025 01:48:55 PM	14 Sep, 2025 07:46:05 PM	0:07:17		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
681100314379			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 02:12:07 PM	17 Sep, 2025 02:17:29 PM	15 Sep, 2025 03:48:44 PM	0:04:18		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682125589444	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125589444			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	17 Sep, 2025 02:44:29 PM	17 Sep, 2025 02:49:43 PM	16 Sep, 2025 08:28:05 PM	0:04:14		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_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 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
682125582170			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	17 Sep, 2025 03:39:45 PM	17 Sep, 2025 04:00:08 PM	16 Sep, 2025 08:00:52 PM	0:03:46		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 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
681100364986	[redacted]		CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
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681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
681100364986			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 04:29:23 PM	17 Sep, 2025 04:34:03 PM	15 Sep, 2025 06:15:36 PM	0:03:53		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 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
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_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 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125678548			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 04:17:18 PM	17 Sep, 2025 04:40:17 PM	17 Sep, 2025 03:06:22 PM	0:03:03		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_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 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
682125654397			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 05:07:45 PM	17 Sep, 2025 05:19:58 PM	17 Sep, 2025 01:42:12 PM	0:03:17		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 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
681100106461	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
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681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
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681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			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 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
681100106461			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 05:52:34 PM	17 Sep, 2025 05:54:53 PM	12 Sep, 2025 04:30:21 PM	0:04:11		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
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682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
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682125563417	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			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 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
682125563417			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 06:45:19 PM	17 Sep, 2025 06:48:59 PM	16 Sep, 2025 06:19:01 PM	0:03:43		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
680062386108			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 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
680062386108	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	17 Sep, 2025 07:08:28 PM	17 Sep, 2025 07:24:35 PM	02 Sep, 2025 03:54:16 PM	0:03:29		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			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		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
681100490862			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 07:21:05 PM	17 Sep, 2025 07:26:47 PM	16 Sep, 2025 02:37:07 PM	0:03:44		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 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
682125751587	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125751587			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 08:00:19 PM	17 Sep, 2025 08:07:53 PM	17 Sep, 2025 07:47:22 PM	0:03:30		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_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 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125743474			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 12:44:00 PM	18 Sep, 2025 12:46:58 PM	17 Sep, 2025 06:24:06 PM	0:03:13		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682125646635	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_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 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
682125646635			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 01:26:58 PM	18 Sep, 2025 01:33:50 PM	17 Sep, 2025 12:36:08 PM	0:06:43		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681100467169	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
681100467169			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 01:50:33 PM	18 Sep, 2025 01:55:05 PM	16 Sep, 2025 01:03:58 PM	0:03:55		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
682125828572			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 02:03:22 PM	18 Sep, 2025 02:10:39 PM	18 Sep, 2025 01:25:56 PM	0:03:10		Internal
681099296862			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		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
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		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 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681099296862		CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 01:28:23 PM	18 Sep, 2025 02:15:18 PM	08 Sep, 2025 02:32:38 PM	0:02:31		Internal
681100459076		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 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
681100459076	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076			CTE_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 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100459076			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 02:33:15 PM	18 Sep, 2025 02:37:13 PM	16 Sep, 2025 12:10:23 PM	0:04:45		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			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		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
681100549766			CTE_Bus_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 01:25:32 PM	18 Sep, 2025 02:58:11 PM	16 Sep, 2025 06:36:43 PM	0:02:48		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682125860339	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125860339			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 03:52:32 PM	18 Sep, 2025 03:58:40 PM	18 Sep, 2025 03:28:26 PM	0:06:14		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125607885			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 04:01:35 PM	18 Sep, 2025 04:06:57 PM	16 Sep, 2025 09:14:03 PM	0:03:41		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682125857273	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_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 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125857273			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 04:12:02 PM	18 Sep, 2025 04:17:49 PM	18 Sep, 2025 03:13:40 PM	0:04:49		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 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
682125835380	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_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 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125835380			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 04:05:59 PM	18 Sep, 2025 04:21:18 PM	18 Sep, 2025 01:54:13 PM	0:03:27		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_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 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
682125789779			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 04:18:54 PM	18 Sep, 2025 04:22:59 PM	17 Sep, 2025 09:49:26 PM	0:04:22		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		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
681100237519	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_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 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100237519			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 09:01:33 AM	18 Sep, 2025 04:49:34 PM	14 Sep, 2025 02:22:30 PM	0:03:49		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 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
681100162842	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_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 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
681100162842			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 04:43:39 PM	18 Sep, 2025 05:02:09 PM	12 Sep, 2025 08:24:16 PM	0:03:54		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_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 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125855779			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 05:43:50 PM	18 Sep, 2025 05:49:14 PM	18 Sep, 2025 03:09:06 PM	0:02:56		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 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
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			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 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
682125651030			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 06:28:46 PM	18 Sep, 2025 06:33:37 PM	17 Sep, 2025 01:27:32 PM	0:03:16		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_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 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
681099472756			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 06:49:30 PM	18 Sep, 2025 06:53:50 PM	09 Sep, 2025 11:53:28 AM	0:04:32		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682125661953	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_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 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
682125661953			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 07:18:05 PM	18 Sep, 2025 07:22:45 PM	17 Sep, 2025 01:45:35 PM	0:03:22		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		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
681100230981	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_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 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
681100230981			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Sep, 2025 06:31:10 AM	18 Sep, 2025 08:03:50 PM	14 Sep, 2025 04:56:17 AM	0:07:06		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125962770			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Sep, 2025 12:28:28 PM	19 Sep, 2025 12:33:40 PM	18 Sep, 2025 09:44:17 PM	0:04:33		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
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682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
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682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 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
682125991369	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
682125991369			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Sep, 2025 01:07:57 PM	19 Sep, 2025 01:15:40 PM	19 Sep, 2025 12:40:53 PM	0:03:18		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_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 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
681100329664			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Sep, 2025 01:09:01 PM	19 Sep, 2025 01:18:29 PM	15 Sep, 2025 04:32:46 PM	0:04:46		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 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
682125723710	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125723710			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Sep, 2025 02:31:36 PM	19 Sep, 2025 02:43:01 PM	17 Sep, 2025 05:03:03 PM	0:03:58		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
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682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
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682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			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		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 PM	0:03:01		Internal
682125817658			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Sep, 2025 02:21:40 PM	19 Sep, 2025 03:02:58 PM	18 Sep, 2025 12:12:33 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
681100265489	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_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 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100265489			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Sep, 2025 04:00:13 PM	19 Sep, 2025 04:02:59 PM	15 Sep, 2025 12:42:30 PM	0:03:32		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 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
681100385496	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681100385496			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Sep, 2025 04:13:18 PM	19 Sep, 2025 04:19:48 PM	15 Sep, 2025 07:16:40 PM	0:03:28		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		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	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		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	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 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
681099554779	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		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	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
681099554779			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Sep, 2025 04:01:16 PM	19 Sep, 2025 04:30:40 PM	09 Sep, 2025 05:03:25 PM	0:02:56		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
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682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
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682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
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682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_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 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126020001			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Sep, 2025 04:57:29 PM	19 Sep, 2025 05:04:54 PM	19 Sep, 2025 02:44:22 PM	0:05:23		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 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
682126091080	[redacted]	[redacted]	CTE_Bus_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682126091080			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Sep, 2025 11:40:39 AM	22 Sep, 2025 11:50:18 AM	19 Sep, 2025 07:07:57 PM	0:03:44		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 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
682125834028	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			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 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125834028			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	22 Sep, 2025 12:34:19 PM	22 Sep, 2025 12:39:03 PM	18 Sep, 2025 01:48:30 PM	0:03:18		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_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 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125821194			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	22 Sep, 2025 12:25:23 PM	22 Sep, 2025 01:02:29 PM	18 Sep, 2025 12:43:49 PM	0:03:06		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal

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682125965181	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
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682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			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		22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682125965181			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Sep, 2025 01:25:19 PM	22 Sep, 2025 01:28:08 PM	18 Sep, 2025 09:29:25 PM	0:03:10		Internal
682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
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682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
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682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
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682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
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682126040783	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126040783			CTE_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 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126040783			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	22 Sep, 2025 01:52:34 PM	22 Sep, 2025 02:13:11 PM	19 Sep, 2025 03:56:30 PM	0:04:59		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
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682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
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682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
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682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
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682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
682126230833			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	22 Sep, 2025 02:48:02 PM	22 Sep, 2025 03:03:12 PM	22 Sep, 2025 02:04:36 PM	0:03:25		Internal
681099829646			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	12 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal
681099829646			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	12 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal
681099829646			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	12 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal
681099829646			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	12 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal
681099829646			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	12 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal

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681099829646			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal
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681099829646			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal
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681099829646			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal
681099829646			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal
681099829646			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal
681099829646			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal
681099829646			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal
681099829646			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal
681099829646			CTE_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 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal
681099829646			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal
681099829646			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal
681099829646			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 04:01:31 PM	22 Sep, 2025 03:45:57 PM	10 Sep, 2025 09:16:40 PM	0:02:45		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681099706129	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			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 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
681099706129			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Sep, 2025 03:21:16 PM	22 Sep, 2025 03:51:30 PM	10 Sep, 2025 02:44:00 PM	0:03:22		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			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 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682125567353			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 08:31:32 PM	22 Sep, 2025 04:54:44 PM	16 Sep, 2025 07:12:56 PM	0:05:46		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 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
682126061623	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			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 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682126061623			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	22 Sep, 2025 05:11:45 PM	22 Sep, 2025 05:15:25 PM	19 Sep, 2025 05:28:53 PM	0:05:03		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_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 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682125874718			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	22 Sep, 2025 05:30:30 PM	22 Sep, 2025 05:33:32 PM	18 Sep, 2025 03:47:40 PM	0:03:14		Internal
682126100235			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		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
682126100235		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_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 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682126100235		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Sep, 2025 05:26:33 PM	22 Sep, 2025 05:37:02 PM	19 Sep, 2025 07:01:27 PM	0:05:18		Internal
682125831380		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
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682125831380		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682125831380	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125831380			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Sep, 2025 07:33:00 AM	22 Sep, 2025 05:37:41 PM	18 Sep, 2025 01:36:25 PM	0:02:33		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
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682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
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682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682125579023			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 09:31:34 AM	22 Sep, 2025 05:48:09 PM	16 Sep, 2025 07:53:19 PM	0:07:56		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126280646	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_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 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126280646			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Sep, 2025 05:48:42 PM	22 Sep, 2025 06:09:29 PM	22 Sep, 2025 04:35:39 PM	0:05:38		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
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682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682126274475			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Sep, 2025 06:23:26 PM	22 Sep, 2025 06:29:26 PM	22 Sep, 2025 04:48:47 PM	0:03:39		Internal
682125969267			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
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682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
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682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_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 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682125969267		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Sep, 2025 06:44:56 PM	22 Sep, 2025 07:02:54 PM	18 Sep, 2025 09:37:38 PM	0:03:12		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812		CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 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
682126227812	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812			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		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126227812			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Sep, 2025 05:32:02 PM	22 Sep, 2025 07:44:39 PM	22 Sep, 2025 02:29:59 PM	0:03:36		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			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 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
682126309625			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Sep, 2025 06:45:19 PM	22 Sep, 2025 07:54:45 PM	22 Sep, 2025 06:00:56 PM	0:05:50		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 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
681100337258	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			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 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
681100337258			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 10:31:23 AM	22 Sep, 2025 08:03:43 PM	15 Sep, 2025 04:54:44 PM	0:03:25		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
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682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			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 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682125745223			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Sep, 2025 07:32:59 AM	22 Sep, 2025 08:22:38 PM	17 Sep, 2025 06:58:12 PM	0:04:30		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126195885	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_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 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
682126195885			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	21 Sep, 2025 05:31:37 PM	22 Sep, 2025 08:41:31 PM	21 Sep, 2025 04:21:40 PM	0:02:45		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_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 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
681100234143			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	14 Sep, 2025 02:31:20 PM	22 Sep, 2025 09:17:33 PM	14 Sep, 2025 12:20:07 PM	0:03:02		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126206347	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_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 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682126206347			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Sep, 2025 07:32:45 AM	22 Sep, 2025 09:59:00 PM	22 Sep, 2025 04:12:32 AM	0:05:03		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682125862469			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Sep, 2025 08:31:15 AM	22 Sep, 2025 10:04:29 PM	18 Sep, 2025 03:36:20 PM	0:03:51		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 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
682126112066	[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]	23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126112066			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 12:13:09 PM	23 Sep, 2025 12:18:28 PM	19 Sep, 2025 08:22:10 PM	0:04:24		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
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682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_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 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
682126091995			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 12:43:30 PM	23 Sep, 2025 12:48:51 PM	19 Sep, 2025 07:17:13 PM	0:03:54		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
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681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681100522260	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_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 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
681100522260			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 01:16:35 PM	23 Sep, 2025 01:41:51 PM	16 Sep, 2025 03:59:33 PM	0:03:22		Internal
682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
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682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
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682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
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682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
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682126337753	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
682126337753			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 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
682126337753			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 01:21:42 PM	23 Sep, 2025 02:04:30 PM	22 Sep, 2025 07:23:47 PM	0:04:56		Internal
682125798496			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Sep, 2025 11:31:35 AM	23 Sep, 2025 02:23:49 PM	17 Sep, 2025 10:03:28 PM	0:06:18		Internal
682125798496			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Sep, 2025 11:31:35 AM	23 Sep, 2025 02:23:49 PM	17 Sep, 2025 10:03:28 PM	0:06:18		Internal
682125798496			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Sep, 2025 11:31:35 AM	23 Sep, 2025 02:23:49 PM	17 Sep, 2025 10:03:28 PM	0:06:18		Internal
682125798496			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Sep, 2025 11:31:35 AM	23 Sep, 2025 02:23:49 PM	17 Sep, 2025 10:03:28 PM	0:06:18		Internal
682125798496			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Sep, 2025 11:31:35 AM	23 Sep, 2025 02:23:49 PM	17 Sep, 2025 10:03:28 PM	0:06:18		Internal
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682125798496			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Sep, 2025 11:31:35 AM	23 Sep, 2025 02:23:49 PM	17 Sep, 2025 10:03:28 PM	0:06:18		Internal
682125798496			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Sep, 2025 11:31:35 AM	23 Sep, 2025 02:23:49 PM	17 Sep, 2025 10:03:28 PM	0:06:18		Internal
682125798496			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Sep, 2025 11:31:35 AM	23 Sep, 2025 02:23:49 PM	17 Sep, 2025 10:03:28 PM	0:06:18		Internal
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682125798496			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Sep, 2025 11:31:35 AM	23 Sep, 2025 02:23:49 PM	17 Sep, 2025 10:03:28 PM	0:06:18		Internal
682125798496			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Sep, 2025 11:31:35 AM	23 Sep, 2025 02:23:49 PM	17 Sep, 2025 10:03:28 PM	0:06:18		Internal
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682125798496			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Sep, 2025 11:31:35 AM	23 Sep, 2025 02:23:49 PM	17 Sep, 2025 10:03:28 PM	0:06:18		Internal
682125798496			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Sep, 2025 11:31:35 AM	23 Sep, 2025 02:23:49 PM	17 Sep, 2025 10:03:28 PM	0:06:18		Internal
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682125798496			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Sep, 2025 11:31:35 AM	23 Sep, 2025 02:23:49 PM	17 Sep, 2025 10:03:28 PM	0:06:18		Internal
682125798496			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Sep, 2025 11:31:35 AM	23 Sep, 2025 02:23:49 PM	17 Sep, 2025 10:03:28 PM	0:06:18		Internal
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682125798496			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Sep, 2025 11:31:35 AM	23 Sep, 2025 02:23:49 PM	17 Sep, 2025 10:03:28 PM	0:06:18		Internal
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681100394702			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Sep, 2025 06:31:23 PM	23 Sep, 2025 02:26:40 PM	15 Sep, 2025 07:43:36 PM	0:02:15		Internal
681100394702			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Sep, 2025 06:31:23 PM	23 Sep, 2025 02:26:40 PM	15 Sep, 2025 07:43:36 PM	0:02:15		Internal
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681100394702			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Sep, 2025 06:31:23 PM	23 Sep, 2025 02:26:40 PM	15 Sep, 2025 07:43:36 PM	0:02:15		Internal
681100394702			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Sep, 2025 06:31:23 PM	23 Sep, 2025 02:26:40 PM	15 Sep, 2025 07:43:36 PM	0:02:15		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_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 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682126186950			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Sep, 2025 09:31:44 AM	23 Sep, 2025 02:35:25 PM	21 Sep, 2025 05:51:49 AM	0:04:16		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 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
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			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		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682125884463			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 03:13:17 PM	23 Sep, 2025 03:23:42 PM	18 Sep, 2025 04:46:55 PM	0:04:14		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_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 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126428543			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 03:17:14 PM	23 Sep, 2025 03:26:13 PM	23 Sep, 2025 01:21:09 PM	0:03:33		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 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
682126437692	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_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 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126437692			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 04:05:46 PM	23 Sep, 2025 04:21:04 PM	23 Sep, 2025 02:02:07 PM	0:03:36		Internal
682126154282			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		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
682126154282		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282		CTE_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 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
682126154282		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 05:30:47 PM	23 Sep, 2025 05:34:27 PM	20 Sep, 2025 12:10:51 AM	0:02:44		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		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 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
680062508485		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 05:34:32 PM	23 Sep, 2025 05:40:43 PM	02 Sep, 2025 09:34:27 PM	0:03:11		Internal
682126254242		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
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682126254242		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242		CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126254242			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242			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		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
682126254242			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Sep, 2025 04:31:47 PM	23 Sep, 2025 05:56:32 PM	22 Sep, 2025 03:22:04 PM	0:03:55		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_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 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
681100104858			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 05:53:56 PM	23 Sep, 2025 05:59:57 PM	12 Sep, 2025 04:32:07 PM	0:03:53		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126491684	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
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682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_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 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126491684			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep[redacted]025 06:05:22 PM	23 Sep, 2025 06:13:48 PM	23 Sep, 2025 05:15:06 PM	0:04:47		Internal
682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
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682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
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682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 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
682126366762	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
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682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
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682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
682126366762			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	23 Sep, 2025 06:09:53 PM	23 Sep, 2025 06:13:57 PM	22 Sep, 2025 08:45:34 PM	0:02:57		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
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682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			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 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126228030			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	22 Sep, 2025 07:32:18 PM	23 Sep, 2025 06:32:55 PM	22 Sep, 2025 01:33:20 PM	0:05:33		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 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
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_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 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
682126505867			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 06:24:26 PM	23 Sep, 2025 06:34:05 PM	23 Sep, 2025 06:05:16 PM	0:02:19		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			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 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		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
680062318981	[redacted]		CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
680062318981			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 06:54:02 PM	23 Sep, 2025 07:01:42 PM	02 Sep, 2025 01:43:19 PM	0:02:00		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
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682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
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682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
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682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
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682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126519128			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 07:01:57 PM	23 Sep, 2025 07:19:56 PM	23 Sep, 2025 06:54:20 PM	0:04:05		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126501618			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 07:23:45 PM	23 Sep, 2025 07:37:33 PM	23 Sep, 2025 05:58:03 PM	0:04:11		Internal
682126376123			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126376123	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123		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		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126376123		CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 08:18:47 PM	23 Sep, 2025 08:31:45 PM	22 Sep, 2025 09:18:40 PM	0:05:13		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126453123		CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 01:45:31 PM	24 Sep, 2025 01:49:05 PM	23 Sep, 2025 02:57:10 PM	0:04:14		Internal
682126610122		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 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
682126610122	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126610122			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 01:50:26 PM	24 Sep, 2025 01:54:11 PM	24 Sep, 2025 01:41:34 PM	0:03:54		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_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 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
682126602033			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 01:55:02 PM	24 Sep, 2025 02:08:48 PM	24 Sep, 2025 01:01:37 PM	0:04:35		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 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
680062513322	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_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 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
680062513322			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 02:09:43 PM	24 Sep, 2025 02:12:22 PM	02 Sep, 2025 09:40:48 PM	0:02:13		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126364735			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 02:14:41 PM	24 Sep, 2025 02:17:31 PM	22 Sep, 2025 08:40:01 PM	0:03:11		Internal
682126209337			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal

Master Contact	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126209337	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337	CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337	CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337	CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337	CTE_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 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337	CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337	CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126209337	CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	24 Sep, 2025 02:35:30 PM	24 Sep, 2025 02:40:07 PM	22 Sep, 2025 11:42:58 AM	0:03:07		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_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 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126547216	CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	24 Sep, 2025 02:44:24 PM	24 Sep, 2025 02:47:41 PM	23 Sep, 2025 08:25:23 PM	0:02:12		Internal
682126461861	CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861	CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861	CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861	CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861	CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861	CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861	CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861	CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 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
682126461861	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			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 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
682126461861			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 02:51:42 PM	24 Sep, 2025 02:54:46 PM	23 Sep, 2025 03:32:09 PM	0:03:51		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			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		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
681099827392			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Sep, 2025 04:01:34 AM	24 Sep, 2025 02:57:50 PM	10 Sep, 2025 09:34:51 PM	0:06:39		Internal
682126570215			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		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
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_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 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126570215		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 03:06:21 PM	24 Sep, 2025 03:14:19 PM	23 Sep, 2025 09:44:43 PM	0:03:23		Internal
682126396474		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 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
682126396474	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474			CTE_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 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682126396474			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 03:19:17 PM	24 Sep, 2025 03:25:53 PM	22 Sep, 2025 10:10:12 PM	0:03:33		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
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682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_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 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682125864870			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 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
682125864870	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	24 Sep, 2025 03:29:31 PM	24 Sep, 2025 03:39:35 PM	18 Sep, 2025 03:13:28 PM	0:04:05		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			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		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
682126639352			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 04:32:15 PM	24 Sep, 2025 04:42:27 PM	24 Sep, 2025 03:23:14 PM	0:04:07		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 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
681100182705	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_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 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
681100182705			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 04:43:26 PM	24 Sep, 2025 05:19:05 PM	12 Sep, 2025 09:14:20 PM	0:04:38		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_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 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126645584			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 05:17:09 PM	24 Sep, 2025 05:22:05 PM	24 Sep, 2025 03:17:01 PM	0:03:22		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 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
682126572538	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_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 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126572538			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 05:17:39 PM	24 Sep, 2025 05:46:37 PM	23 Sep, 2025 09:36:24 PM	0:03:01		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
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682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126545363	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_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 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126545363			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 05:54:26 PM	24 Sep, 2025 06:06:59 PM	23 Sep, 2025 08:16:14 PM	0:03:42		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
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682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_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 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126147084			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 06:17:53 PM	24 Sep, 2025 06:21:09 PM	19 Sep, 2025 09:57:36 PM	0:03:37		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
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682126097911	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
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682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_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 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126097911			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 06:30:56 PM	24 Sep, 2025 07:00:31 PM	19 Sep, 2025 07:37:38 PM	0:04:40		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 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
682126531576	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
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682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			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 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126531576			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 07:04:46 PM	24 Sep, 2025 07:09:47 PM	23 Sep, 2025 07:38:42 PM	0:04:03		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
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682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
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682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
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682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal

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682126668447	[redacted]		CTE_Bus_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			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		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126668447			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 07:28:41 PM	24 Sep, 2025 07:39:36 PM	24 Sep, 2025 04:34:11 PM	0:04:13		Internal
682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
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682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
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682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
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682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
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682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
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682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
682126710814			CTE_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 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
682126710814			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Sep, 2025 07:47:40 PM	24 Sep, 2025 07:55:19 PM	24 Sep, 2025 07:33:40 PM	0:02:53		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
681100352972	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
681100352972			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 01:31:34 PM	24 Sep, 2025 09:23:03 PM	15 Sep, 2025 05:38:21 PM	0:04:20		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			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 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 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
682126572610	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126572610			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 11:52:44 AM	25 Sep, 2025 11:58:13 AM	23 Sep, 2025 09:54:21 PM	0:03:50		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_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 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126592875			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 12:23:54 PM	25 Sep, 2025 12:33:12 PM	24 Sep, 2025 11:50:08 AM	0:03:46		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 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
682126461621	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			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 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126461621			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 12:00:47 PM	25 Sep, 2025 12:38:58 PM	23 Sep, 2025 02:49:29 PM	0:03:45		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
682126363166			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 12:36:55 PM	25 Sep, 2025 12:39:56 PM	22 Sep, 2025 08:36:12 PM	0:04:27		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 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
681099586509	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	s,	25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
681099586509			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 12:41:03 PM	25 Sep, 2025 12:46:06 PM	09 Sep, 2025 06:37:39 PM	0:03:20		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126695041			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 12:50:58 PM	25 Sep, 2025 12:55:07 PM	24 Sep, 2025 06:39:33 PM	0:03:14		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		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
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			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 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126677199			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 01:04:16 PM	25 Sep, 2025 01:13:01 PM	24 Sep, 2025 05:39:01 PM	0:03:49		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126743370			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 01:22:42 PM	25 Sep, 2025 01:31:45 PM	24 Sep, 2025 09:12:48 PM	0:03:57		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 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
682126690455	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_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 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126690455			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 01:46:48 PM	25 Sep, 2025 01:57:09 PM	24 Sep, 2025 05:45:13 PM	0:02:58		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 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
682126227329	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			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 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126227329			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 08:31:51 AM	25 Sep, 2025 02:08:55 PM	22 Sep, 2025 01:50:55 PM	0:03:31		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_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 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126288821			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Sep, 2025 04:31:47 PM	25 Sep, 2025 02:34:48 PM	22 Sep, 2025 04:15:28 PM	0:02:21		Internal
682126690789			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		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
682126690789		CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789		CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789		CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789		CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789		CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789		CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789		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		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789		CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789		CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
682126690789		CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 02:32:57 PM	25 Sep, 2025 02:36:46 PM	24 Sep, 2025 06:19:13 PM	0:04:06		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026		CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 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
681099748026	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
681099748026			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Sep, 2025 10:31:25 PM	25 Sep, 2025 02:42:30 PM	10 Sep, 2025 05:01:03 PM	0:03:41		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_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 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
682126366551			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 02:12:50 PM	25 Sep, 2025 02:51:03 PM	22 Sep, 2025 08:45:11 PM	0:05:13		Internal
680062292571			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Sep, 2025 04:02:46 PM	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Sep, 2025 04:02:46 PM	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			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	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Sep, 2025 04:02:46 PM	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Sep, 2025 04:02:46 PM	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Sep, 2025 04:02:46 PM	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Sep, 2025 04:02:46 PM	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Sep, 2025 04:02:46 PM	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Sep, 2025 04:02:46 PM	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Sep, 2025 04:02:46 PM	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Sep, 2025 04:02:46 PM	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			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	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		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
680062292571	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	02 Sep, 2025 04:02:46 PM	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			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	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	02 Sep, 2025 04:02:46 PM	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			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	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			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	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			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	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	02 Sep, 2025 04:02:46 PM	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			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	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			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	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	02 Sep, 2025 04:02:46 PM	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			CTE_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	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			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	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			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	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
680062292571			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	25 Sep, 2025 03:19:49 PM	02 Sep, 2025 12:01:43 PM	0:08:11		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
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681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		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
681100452755	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_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 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
681100452755			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 01:30:41 PM	25 Sep, 2025 03:33:37 PM	16 Sep, 2025 02:33:21 AM	0:07:53		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682125742018			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 03:22:13 PM	25 Sep, 2025 03:33:51 PM	17 Sep, 2025 06:50:22 PM	0:07:08		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_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 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126821036			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 04:11:57 PM	25 Sep, 2025 04:17:27 PM	25 Sep, 2025 03:20:09 PM	0:04:06		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			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 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682126720536			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 03:10:34 PM	25 Sep, 2025 04:19:19 PM	24 Sep, 2025 08:03:56 PM	0:04:07		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		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
682125783229	[redacted]	[redacted]	CTE_Res_Moving_Span	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
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682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682125783229			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 01:30:46 PM	25 Sep, 2025 04:43:08 PM	17 Sep, 2025 09:20:27 PM	0:08:56		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126819145	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			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 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126819145			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	25 Sep, 2025 04:43:30 PM	25 Sep, 2025 04:54:50 PM	25 Sep, 2025 02:42:06 PM	0:04:07		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_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 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126799669			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	25 Sep, 2025 05:30:55 PM	25 Sep, 2025 05:41:49 PM	25 Sep, 2025 01:52:59 PM	0:05:50		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 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
682126351503	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
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682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
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682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126351503			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 05:54:32 PM	25 Sep, 2025 05:57:17 PM	22 Sep, 2025 08:01:44 PM	0:03:12		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		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
682126863086	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_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 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126863086			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 05:56:06 PM	25 Sep, 2025 06:30:02 PM	25 Sep, 2025 05:02:54 PM	0:04:37		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_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 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126792646			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 06:48:09 PM	25 Sep, 2025 07:10:52 PM	25 Sep, 2025 01:03:08 PM	0:03:26		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 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
682126845204	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
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682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
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682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			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 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126845204			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 07:20:01 PM	25 Sep, 2025 07:32:48 PM	25 Sep, 2025 04:43:17 PM	0:03:57		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 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
682126773522	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_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 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126773522			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 07:29:03 PM	25 Sep, 2025 07:35:44 PM	25 Sep, 2025 02:01:14 AM	0:03:17		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
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682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
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682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
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682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			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		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126887151			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 08:05:19 PM	25 Sep, 2025 08:19:49 PM	25 Sep, 2025 07:09:55 PM	0:03:51		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal

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682126879837	[redacted]		CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
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682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
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682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
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682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
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682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
682126879837			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 08:21:22 PM	25 Sep, 2025 08:31:34 PM	25 Sep, 2025 07:06:16 PM	0:03:57		Internal
681100346828			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Sep, 2025 08:01:23 PM	25 Sep, 2025 10:09:26 PM	15 Sep, 2025 04:49:18 PM	0:06:51		Internal
681100346828			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Sep, 2025 08:01:23 PM	25 Sep, 2025 10:09:26 PM	15 Sep, 2025 04:49:18 PM	0:06:51		Internal
681100346828			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Sep, 2025 08:01:23 PM	25 Sep, 2025 10:09:26 PM	15 Sep, 2025 04:49:18 PM	0:06:51		Internal
681100346828			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Sep, 2025 08:01:23 PM	25 Sep, 2025 10:09:26 PM	15 Sep, 2025 04:49:18 PM	0:06:51		Internal
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681100346828			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Sep, 2025 08:01:23 PM	25 Sep, 2025 10:09:26 PM	15 Sep, 2025 04:49:18 PM	0:06:51		Internal
681100346828			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Sep, 2025 08:01:23 PM	25 Sep, 2025 10:09:26 PM	15 Sep, 2025 04:49:18 PM	0:06:51		Internal
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681100346828			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Sep, 2025 08:01:23 PM	25 Sep, 2025 10:09:26 PM	15 Sep, 2025 04:49:18 PM	0:06:51		Internal
681100346828			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Sep, 2025 08:01:23 PM	25 Sep, 2025 10:09:26 PM	15 Sep, 2025 04:49:18 PM	0:06:51		Internal
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681100346828			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Sep, 2025 08:01:23 PM	25 Sep, 2025 10:09:26 PM	15 Sep, 2025 04:49:18 PM	0:06:51		Internal
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681100346828			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Sep, 2025 08:01:23 PM	25 Sep, 2025 10:09:26 PM	15 Sep, 2025 04:49:18 PM	0:06:51		Internal
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681100346828			CTE_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 Sep, 2025 08:01:23 PM	25 Sep, 2025 10:09:26 PM	15 Sep, 2025 04:49:18 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
681100346828			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Sep, 2025 08:01:23 PM	25 Sep, 2025 10:09:26 PM	15 Sep, 2025 04:49:18 PM	0:06:51		Internal
681100346828			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Sep, 2025 08:01:23 PM	25 Sep, 2025 10:09:26 PM	15 Sep, 2025 04:49:18 PM	0:06:51		Internal
681100346828			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Sep, 2025 08:01:23 PM	25 Sep, 2025 10:09:26 PM	15 Sep, 2025 04:49:18 PM	0:06:51		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
681099584629			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 11:28:09 AM	26 Sep, 2025 11:35:49 AM	09 Sep, 2025 06:31:25 PM	0:02:59		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 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
682126926144	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			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		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126926144			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 11:45:42 AM	26 Sep, 2025 11:48:30 AM	25 Sep, 2025 09:04:06 PM	0:03:26		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
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682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_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 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126557675			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 11:43:36 AM	26 Sep, 2025 12:01:36 PM	23 Sep, 2025 09:12:30 PM	0:02:35		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal

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682126811755	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
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682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 12:20:28 PM	26 Sep, 2025 12:57:43 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
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682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 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
682126824159	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_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 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126824159			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 01:32:45 PM	26 Sep, 2025 01:38:56 PM	25 Sep, 2025 02:55:22 PM	0:03:04		Internal
682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
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682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
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682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
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682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
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682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
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682126488045			CTE_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 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
682126488045			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 01:52:34 PM	26 Sep, 2025 01:59:27 PM	23 Sep, 2025 04:28:37 PM	0:03:53		Internal
682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
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682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
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682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126974948			CTE_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 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126974948			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 02:27:55 PM	26 Sep, 2025 02:48:20 PM	26 Sep, 2025 01:01:15 PM	0:04:46		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 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
682126994342	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_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 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126994342			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 03:19:27 PM	26 Sep, 2025 03:27:28 PM	26 Sep, 2025 02:07:42 PM	0:04:22		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682126947100			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 03:37:16 PM	26 Sep, 2025 03:52:08 PM	25 Sep, 2025 10:02:44 PM	0:03:08		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 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
682127008818	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682127008818			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 03:51:21 PM	26 Sep, 2025 03:54:59 PM	26 Sep, 2025 03:39:37 PM	0:04:44		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			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		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126839705			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 03:56:22 PM	26 Sep, 2025 03:59:26 PM	25 Sep, 2025 04:25:07 PM	0:02:15		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 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
682126999637	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
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682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
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682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_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 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126999637			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 04:18:01 PM	26 Sep, 2025 04:24:42 PM	26 Sep, 2025 03:02:58 PM	0:04:37		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
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682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126286253	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_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 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126286253			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 04:55:00 PM	26 Sep, 2025 05:08:50 PM	22 Sep, 2025 04:55:38 PM	0:04:58		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
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682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
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682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_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 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682126945568			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 05:21:32 PM	26 Sep, 2025 05:43:43 PM	25 Sep, 2025 09:58:54 PM	0:05:48		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682125648036	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_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 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682125648036			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Sep, 2025 05:31:34 AM	26 Sep, 2025 05:50:52 PM	17 Sep, 2025 12:46:27 PM	0:06:09		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 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
682127024287	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			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 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682127024287			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 05:52:02 PM	26 Sep, 2025 06:03:06 PM	26 Sep, 2025 04:55:24 PM	0:03:54		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 06:13:28 PM	26 Sep, 2025 06:20:53 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 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
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_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 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126933775			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 06:27:38 PM	26 Sep, 2025 06:42:02 PM	25 Sep, 2025 09:22:22 PM	0:03:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_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 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682126562574			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 07:02:34 PM	26 Sep, 2025 07:10:49 PM	23 Sep, 2025 09:29:58 PM	0:04:49		Internal
682125642516			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
682125642516			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
682125642516			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
682125642516			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		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
682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
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682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
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682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
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682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
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682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
682125642516		CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 01:31:34 PM	26 Sep, 2025 07:27:21 PM	17 Sep, 2025 12:36:07 PM	0:08:34		Internal
682127060847		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
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682127060847		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
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682127060847		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
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682127060847		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682127060847	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847			CTE_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 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
682127060847			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 07:36:53 PM	26 Sep, 2025 07:44:21 PM	26 Sep, 2025 06:57:58 PM	0:05:11		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_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 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
681100414225			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 08:24:49 PM	26 Sep, 2025 08:29:47 PM	15 Sep, 2025 08:38:36 PM	0:05:03		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 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
682126712218	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_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 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126712218			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 04:01:35 PM	26 Sep, 2025 08:37:04 PM	24 Sep, 2025 06:56:37 PM	0:03:47		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
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682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
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682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_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 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126990052			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 08:37:06 PM	26 Sep, 2025 08:44:43 PM	26 Sep, 2025 02:28:30 PM	0:04:45		Internal
682126856921			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		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
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		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		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126856921		CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 08:53:15 PM	26 Sep, 2025 08:59:59 PM	25 Sep, 2025 05:16:10 PM	0:02:57		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 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
682126335643	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643			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		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126335643			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 09:10:59 PM	26 Sep, 2025 09:17:07 PM	22 Sep, 2025 07:17:00 PM	0:03:31		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126354137			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 07:33:36 PM	28 Sep, 2025 05:52:10 PM	22 Sep, 2025 08:09:21 PM	0:02:50		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			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 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126547214			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 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
682126547214	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	24 Sep, 2025 10:01:39 AM	28 Sep, 2025 05:58:11 PM	23 Sep, 2025 08:13:52 PM	0:02:18		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
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682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
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682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126698331			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:08:03 PM	24 Sep, 2025 06:51:20 PM	0:05:56		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682126604324			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Sep, 2025 07:33:12 AM	28 Sep, 2025 06:13:22 PM	24 Sep, 2025 01:14:40 PM	0:02:40		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682127127197	[redacted]	[redacted]	CTE_Res_Outage_Span	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
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682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			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 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			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 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127127197			CTE_Res_Outage_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Sep, 2025 04:31:10 PM	28 Sep, 2025 06:31:08 PM	27 Sep, 2025 01:16:15 PM	0:02:01		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_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 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682127152180			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Sep, 2025 01:01:48 PM	28 Sep, 2025 06:37:03 PM	28 Sep, 2025 12:01:23 PM	0:03:31		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	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
682126966115	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_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 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126966115			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Sep, 2025 12:57:19 PM	29 Sep, 2025 01:02:04 PM	26 Sep, 2025 11:12:45 AM	0:03:50		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_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 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126482726			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Sep, 2025 01:11:52 PM	29 Sep, 2025 01:16:25 PM	23 Sep, 2025 04:47:11 PM	0:04:06		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
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682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 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
682126982199	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			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 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682126982199			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Sep, 2025 02:11:56 PM	29 Sep, 2025 02:16:33 PM	26 Sep, 2025 01:48:23 PM	0:03:32		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
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682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
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682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127084162			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Sep, 2025 03:05:18 PM	29 Sep, 2025 03:09:54 PM	26 Sep, 2025 07:39:26 PM	0:04:36		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
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682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 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
682127158009	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
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682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
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682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_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 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127158009			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Sep, 2025 05:01:48 PM	29 Sep, 2025 03:29:10 PM	28 Sep, 2025 04:29:13 PM	0:04:15		Internal
682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
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682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
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682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
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682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
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682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
682127181657			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 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
682127181657			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 03:39:07 PM	29 Sep, 2025 01:04:48 PM	0:06:27		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
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682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682127175477	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			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 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127175477			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 04:06:55 PM	29 Sep, 2025 12:12:42 PM	0:04:31		Internal
682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
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682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
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682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
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682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
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682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682127185798			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		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682127185798			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Sep, 2025 04:54:24 PM	29 Sep, 2025 05:04:42 PM	29 Sep, 2025 01:32:31 PM	0:05:56		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
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682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
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682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
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682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal

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682125979255	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			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		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125979255			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Sep, 2025 04:22:37 PM	29 Sep, 2025 05:12:56 PM	18 Sep, 2025 11:28:54 PM	0:04:14		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
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682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			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 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682125934079			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Sep, 2025 04:22:43 PM	29 Sep, 2025 05:22:57 PM	18 Sep, 2025 07:52:12 PM	0:08:51		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126351533	[redacted]	[redacted]	CTE_Res_Billing_Span	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682126351533			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Sep, 2025 07:50:29 PM	29 Sep, 2025 05:23:55 PM	22 Sep, 2025 07:58:29 PM	0:04:49		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 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
682127190781	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			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		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127190781			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Sep, 2025 05:08:51 PM	29 Sep, 2025 05:28:06 PM	29 Sep, 2025 03:01:49 PM	0:06:07		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			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 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127220215			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Sep, 2025 05:05:28 PM	29 Sep, 2025 06:03:07 PM	29 Sep, 2025 03:30:59 PM	0:06:09		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682127219955	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			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 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682127219955			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Sep, 2025 05:03:32 PM	29 Sep, 2025 06:22:02 PM	29 Sep, 2025 03:29:03 PM	0:06:36		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
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682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 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
682125647560	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
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682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			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		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682125647560			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Sep, 2025 08:31:34 PM	29 Sep, 2025 06:22:41 PM	17 Sep, 2025 01:07:42 PM	0:05:19		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682127020166	[redacted]	[redacted]	CTE_Res_Default_Span	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127020166			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Sep, 2025 06:17:06 PM	29 Sep, 2025 06:29:04 PM	26 Sep, 2025 04:22:10 PM	0:05:27		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
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682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
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682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			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		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682127221751			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Sep, 2025 06:09:22 PM	29 Sep, 2025 06:34:36 PM	29 Sep, 2025 03:41:51 PM	0:05:09		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
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682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
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682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126871228	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
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682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
682126871228			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Sep, 2025 08:31:23 AM	29 Sep, 2025 06:45:40 PM	25 Sep, 2025 06:09:56 PM	0:06:17		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
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681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
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681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
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681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 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
681099874576	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	3 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		3 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		3 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		3 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			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		3 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		3 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		3 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
681099874576			CTE_Bus_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		3 Sep, 2025 03:31:39 AM	29 Sep, 2025 08:13:50 PM	11 Sep, 2025 01:31:25 PM	0:03:10		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
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682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
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682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
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682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682126803734			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		6 Sep, 2025 01:01:56 AM	29 Sep, 2025 08:54:42 PM	25 Sep, 2025 01:46:14 PM	0:03:39		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		9 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		9 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		9 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		9 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		9 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		9 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		9 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		9 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		9 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 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
682127185434	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	29 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			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 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127185434			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Sep, 2025 01:31:42 PM	29 Sep, 2025 10:20:07 PM	29 Sep, 2025 01:25:07 PM	0:04:41		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127194117			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 12:59:03 AM	30 Sep, 2025 01:04:54 AM	29 Sep, 2025 01:57:47 PM	0:04:06		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 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
682127226329	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127226329			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 01:06:16 AM	30 Sep, 2025 01:13:54 AM	29 Sep, 2025 03:47:09 PM	0:05:16		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682127206699			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 01:15:49 AM	30 Sep, 2025 01:30:53 AM	29 Sep, 2025 02:44:33 PM	0:03:59		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 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
682126337827	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_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 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682126337827			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 02:56:33 AM	30 Sep, 2025 03:03:22 AM	22 Sep, 2025 06:48:00 PM	0:05:12		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
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682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
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682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
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682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127228188			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 02:01:36 PM	30 Sep, 2025 02:11:40 PM	29 Sep, 2025 03:48:45 PM	0:04:39		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
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682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 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
682127327362	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
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682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682127327362			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 02:23:44 PM	30 Sep, 2025 02:30:15 PM	29 Sep, 2025 09:03:18 PM	0:05:40		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
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682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
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682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
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682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_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 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682126377270			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 02:14:42 PM	30 Sep, 2025 03:07:37 PM	22 Sep, 2025 08:49:13 PM	0:05:18		Internal
682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682127166436	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
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682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
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682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
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682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
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682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682127166436			CTE_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 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682127166436			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 03:24:18 PM	30 Sep, 2025 03:32:08 PM	29 Sep, 2025 12:35:24 AM	0:02:40		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
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682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126902208	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126902208			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 01:48:44 PM	30 Sep, 2025 03:40:58 PM	25 Sep, 2025 07:58:48 PM	0:04:20		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126797777	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			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		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682126797777			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Sep, 2025 06:33:44 PM	30 Sep, 2025 04:14:29 PM	25 Sep, 2025 01:43:42 PM	0:06:48		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
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682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
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682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682127274083	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_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 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682127274083			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 02:08:11 AM	30 Sep, 2025 04:22:30 PM	29 Sep, 2025 05:36:20 PM	0:05:34		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
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682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
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682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
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682126908701	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			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		Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126908701			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Sep, 2025 05:37:41 PM	30 Sep, 2025 06:00:54 PM	25 Sep, 2025 08:16:15 PM	0:05:21		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682126583395			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Sep, 2025 10:01:39 AM	30 Sep, 2025 06:03:51 PM	23 Sep, 2025 11:11:38 PM	0:03:42		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
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682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 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
682127243319	[redacted]	[redacted]	CTE_Res_Payment_Span	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682127243319			CTE_Res_Payment_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Sep, 2025 06:09:42 PM	30 Sep, 2025 06:16:29 PM	29 Sep, 2025 04:39:00 PM	0:05:07		Internal
682126288857			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Sep, 2025 04:01:17 AM	30 Sep, 2025 07:34:04 PM	22 Sep, 2025 04:08:36 PM	0:02:24		Internal
682126288857			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Sep, 2025 04:01:17 AM	30 Sep, 2025 07:34:04 PM	22 Sep, 2025 04:08:36 PM	0:02:24		Internal
682126288857			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Sep, 2025 04:01:17 AM	30 Sep, 2025 07:34:04 PM	22 Sep, 2025 04:08:36 PM	0:02:24		Internal
682126288857			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Sep, 2025 04:01:17 AM	30 Sep, 2025 07:34:04 PM	22 Sep, 2025 04:08:36 PM	0:02:24		Internal
682126288857			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Sep, 2025 04:01:17 AM	30 Sep, 2025 07:34:04 PM	22 Sep, 2025 04:08:36 PM	0:02:24		Internal
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682126288857			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		Sep, 2025 04:01:17 AM	30 Sep, 2025 07:34:04 PM	22 Sep, 2025 04:08:36 PM	0:02:24		Internal
682126288857			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		Sep, 2025 04:01:17 AM	30 Sep, 2025 07:34:04 PM	22 Sep, 2025 04:08:36 PM	0:02:24		Internal
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682126288857			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Sep, 2025 04:01:17 AM	30 Sep, 2025 07:34:04 PM	22 Sep, 2025 04:08:36 PM	0:02:24		Internal
682126288857			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Sep, 2025 04:01:17 AM	30 Sep, 2025 07:34:04 PM	22 Sep, 2025 04:08:36 PM	0:02:24		Internal
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682126288857			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Sep, 2025 04:01:17 AM	30 Sep, 2025 07:34:04 PM	22 Sep, 2025 04:08:36 PM	0:02:24		Internal
682126288857			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		Sep, 2025 04:01:17 AM	30 Sep, 2025 07:34:04 PM	22 Sep, 2025 04:08:36 PM	0:02:24		Internal
682126288857			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		Sep, 2025 04:01:17 AM	30 Sep, 2025 07:34:04 PM	22 Sep, 2025 04:08:36 PM	0:02:24		Internal
682126288857			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		Sep, 2025 04:01:17 AM	30 Sep, 2025 07:34:04 PM	22 Sep, 2025 04:08:36 PM	0:02:24		Internal
682126288857			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		Sep, 2025 04:01:17 AM	30 Sep, 2025 07:34:04 PM	22 Sep, 2025 04:08:36 PM	0:02:24		Internal
682126288857			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Sep, 2025 04:01:17 AM	30 Sep, 2025 07:34:04 PM	22 Sep, 2025 04:08:36 PM	0:02:24		Internal
682126288857			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Sep, 2025 04:01:17 AM	30 Sep, 2025 07:34:04 PM	22 Sep, 2025 04:08:36 PM	0:02:24		Internal
682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal

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682127448177	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	30 Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
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682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
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682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
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682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127448177			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 Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127448177			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 07:34:41 PM	30 Sep, 2025 08:01:29 PM	30 Sep, 2025 05:23:12 PM	0:04:22		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682127384835	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	rad		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_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 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127384835			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 07:53:53 PM	30 Sep, 2025 08:23:36 PM	30 Sep, 2025 01:53:09 PM	0:03:55		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682127079736	[redacted]	[redacted]	CTE_Res_Default_Span	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127079736			CTE_Res_Default_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 08:44:08 PM	30 Sep, 2025 09:03:50 PM	26 Sep, 2025 07:51:51 PM	0:05:09		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
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682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
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682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127348211			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:15:00 PM	29 Sep, 2025 10:13:18 PM	0:04:16		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	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
682127150167	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_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 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127150167			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Sep, 2025 09:01:47 AM	30 Sep, 2025 09:21:44 PM	28 Sep, 2025 05:44:27 AM	0:05:53		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_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 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127328858			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 08:01:29 AM	30 Sep, 2025 09:55:38 PM	29 Sep, 2025 08:32:33 PM	0:04:45		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 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
682127383886	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_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 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682127383886			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 08:02:14 PM	01 Oct, 2025 12:11:57 AM	30 Sep, 2025 01:09:54 PM	0:06:57		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_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 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682126898779			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		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
682126898779	CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Oct, 2025 01:33:09 AM	01 Oct, 2025 01:57:43 AM	25 Sep, 2025 07:47:06 PM	0:06:21		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
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682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_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 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682127056833	CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Oct, 2025 02:20:04 AM	01 Oct, 2025 02:56:52 AM	26 Sep, 2025 05:51:57 PM	0:05:25		Internal
682126570376	CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376	CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376	CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376	CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376	CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
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682126570376	CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376	CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376	CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
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682126570376	CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	n	01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376	CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376	CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376	CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376	CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	e	01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376	CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376	CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376	CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 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
682126570376	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
682126570376			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	01 Oct, 2025 03:02:31 AM	01 Oct, 2025 03:38:26 AM	23 Sep, 2025 09:45:17 PM	0:04:25		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_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 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111580913			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	01 Oct, 2025 03:34:02 PM	01 Oct, 2025 03:51:18 PM	01 Oct, 2025 01:52:06 PM	0:02:41		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683111581300	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			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 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
683111581300			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Oct, 2025 05:09:13 PM	01 Oct, 2025 05:16:14 PM	01 Oct, 2025 01:54:13 PM	0:02:01		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682127480083	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682127480083			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Oct, 2025 05:12:13 PM	01 Oct, 2025 05:21:28 PM	30 Sep, 2025 06:50:42 PM	0:02:50		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
682126944232			CTE_Res_Moving_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Oct, 2025 05:41:13 PM	01 Oct, 2025 05:44:57 PM	25 Sep, 2025 09:54:52 PM	0:02:55		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 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
683111639041	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_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 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
683111639041			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Oct, 2025 05:30:03 PM	01 Oct, 2025 05:54:48 PM	01 Oct, 2025 04:58:56 PM	0:04:21		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 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
682127112390	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_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 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
682127112390			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Oct, 2025 06:03:00 PM	01 Oct, 2025 06:06:17 PM	26 Sep, 2025 09:58:50 PM	0:02:56		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_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 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111625573			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Oct, 2025 06:03:39 PM	01 Oct, 2025 06:13:13 PM	01 Oct, 2025 04:18:35 PM	0:04:53		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 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
683111659781	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			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 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
683111659781			CTE_Bus_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Oct, 2025 06:46:47 PM	01 Oct, 2025 06:56:32 PM	01 Oct, 2025 05:55:11 PM	0:03:05		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 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
682127532303	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127532303			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Oct, 2025 06:56:05 PM	01 Oct, 2025 07:03:14 PM	30 Sep, 2025 09:31:43 PM	0:02:55		Internal
682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
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682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
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682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
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682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
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682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
682127401315			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Sep, 2025 06:02:01 PM	01 Oct, 2025 07:09:46 PM	30 Sep, 2025 02:55:36 PM	0:03:35		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
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682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126811755	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
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682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
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682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
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682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
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682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 12:22:27 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682127215719			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Sep, 2025 05:04:42 PM	02 Oct, 2025 01:10:32 PM	29 Sep, 2025 03:14:45 PM	0:02:44		Internal
682127215719			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Sep, 2025 05:04:42 PM	02 Oct, 2025 01:10:32 PM	29 Sep, 2025 03:14:45 PM	0:02:44		Internal
682127215719			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Sep, 2025 05:04:42 PM	02 Oct, 2025 01:10:32 PM	29 Sep, 2025 03:14:45 PM	0:02:44		Internal
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682127215719			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Sep, 2025 05:04:42 PM	02 Oct, 2025 01:10:32 PM	29 Sep, 2025 03:14:45 PM	0:02:44		Internal
682127215719			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Sep, 2025 05:04:42 PM	02 Oct, 2025 01:10:32 PM	29 Sep, 2025 03:14:45 PM	0:02:44		Internal
682127215719			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Sep, 2025 05:04:42 PM	02 Oct, 2025 01:10:32 PM	29 Sep, 2025 03:14:45 PM	0:02:44		Internal
682127215719			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Sep, 2025 05:04:42 PM	02 Oct, 2025 01:10:32 PM	29 Sep, 2025 03:14:45 PM	0:02:44		Internal
682127215719			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Sep, 2025 05:04:42 PM	02 Oct, 2025 01:10:32 PM	29 Sep, 2025 03:14:45 PM	0:02:44		Internal
682127215719			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Sep, 2025 05:04:42 PM	02 Oct, 2025 01:10:32 PM	29 Sep, 2025 03:14:45 PM	0:02:44		Internal
682127215719			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Sep, 2025 05:04:42 PM	02 Oct, 2025 01:10:32 PM	29 Sep, 2025 03:14:45 PM	0:02:44		Internal
682127215719			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Sep, 2025 05:04:42 PM	02 Oct, 2025 01:10:32 PM	29 Sep, 2025 03:14:45 PM	0:02:44		Internal
682127215719			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Sep, 2025 05:04:42 PM	02 Oct, 2025 01:10:32 PM	29 Sep, 2025 03:14:45 PM	0:02:44		Internal
682127215719			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Sep, 2025 05:04:42 PM	02 Oct, 2025 01:10:32 PM	29 Sep, 2025 03:14:45 PM	0:02:44		Internal
682127215719			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Sep, 2025 05:04:42 PM	02 Oct, 2025 01:10:32 PM	29 Sep, 2025 03:14:45 PM	0:02:44		Internal
682127215719			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Sep, 2025 05:04:42 PM	02 Oct, 2025 01:10:32 PM	29 Sep, 2025 03:14:45 PM	0:02:44		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682126811755	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
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682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
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682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 01:14:08 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
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683111737602	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
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683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_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 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
683111737602			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Oct, 2025 01:25:59 PM	02 Oct, 2025 01:49:13 PM	01 Oct, 2025 09:53:58 PM	0:02:58		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
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682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
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682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
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682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
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682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal

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682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682126811755			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Sep, 2025 07:26:37 PM	02 Oct, 2025 02:16:44 PM	25 Sep, 2025 02:40:10 PM	0:02:52		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			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		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
682127291818			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Oct, 2025 02:26:18 PM	02 Oct, 2025 02:29:49 PM	29 Sep, 2025 06:33:47 PM	0:03:09		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 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
683111591240	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			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 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111591240			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Oct, 2025 01:01:40 AM	02 Oct, 2025 03:11:11 PM	01 Oct, 2025 02:30:56 PM	0:05:37		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111718909			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Oct, 2025 03:45:00 PM	02 Oct, 2025 03:50:03 PM	01 Oct, 2025 08:56:29 PM	0:03:00		Internal
683111736498			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
683111736498			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 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
6831117364	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			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 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117364			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Oct, 2025 03:35:47 PM	02 Oct, 2025 04:24:16 PM	01 Oct, 2025 09:48:57 PM	0:02:32		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
6831117619			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683111761939	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
683111761939			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
683111761939			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
683111761939			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
683111761939			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
683111761939			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
683111761939			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
683111761939			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Oct, 2025 04:15:00 PM	02 Oct, 2025 04:37:25 PM	02 Oct, 2025 12:23:02 PM	0:02:28		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
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683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111653009			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Oct, 2025 07:24:34 PM	02 Oct, 2025 04:49:07 PM	01 Oct, 2025 05:38:44 PM	0:07:31		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683111570680	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
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683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			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	[redacted]	02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111570680			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Oct, 2025 05:30:37 PM	02 Oct, 2025 05:37:11 PM	01 Oct, 2025 12:52:15 PM	0:04:20		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
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683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 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
683111735642	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			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 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111735642			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Oct, 2025 06:12:52 PM	02 Oct, 2025 06:19:23 PM	01 Oct, 2025 09:46:15 PM	0:03:50		Internal
683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
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683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
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683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
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683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
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683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
683111791795			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 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
683111791795			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Oct, 2025 06:47:44 PM	02 Oct, 2025 06:57:35 PM	02 Oct, 2025 03:04:28 PM	0:03:55		Internal
683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal

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683111857227	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
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683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
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683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
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683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
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683111857227			CTE_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 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
683111857227			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Oct, 2025 01:28:18 PM	03 Oct, 2025 01:40:32 PM	02 Oct, 2025 06:49:48 PM	0:02:45		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
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683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683111666390	[redacted]		CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
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683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111666390			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Oct, 2025 05:00:54 PM	03 Oct, 2025 05:07:42 PM	01 Oct, 2025 06:36:45 PM	0:04:11		Internal
683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
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683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
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683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
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683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
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683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 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
683111777662	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
683111777662			CTE_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 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
683111777662			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Oct, 2025 05:18:36 PM	03 Oct, 2025 05:38:34 PM	02 Oct, 2025 02:02:37 PM	0:02:47		Internal
683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
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683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
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683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
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683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
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683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
683111728827			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 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
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683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
683111728827			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Oct, 2025 05:43:24 PM	03 Oct, 2025 05:45:33 PM	01 Oct, 2025 09:19:29 PM	0:04:43		Internal
682127277443			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Oct, 2025 06:22:05 PM	03 Oct, 2025 06:25:47 PM	29 Sep, 2025 05:47:50 PM	0:02:52		Internal
682127277443			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Oct, 2025 06:22:05 PM	03 Oct, 2025 06:25:47 PM	29 Sep, 2025 05:47:50 PM	0:02:52		Internal
682127277443			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Oct, 2025 06:22:05 PM	03 Oct, 2025 06:25:47 PM	29 Sep, 2025 05:47:50 PM	0:02:52		Internal
682127277443			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Oct, 2025 06:22:05 PM	03 Oct, 2025 06:25:47 PM	29 Sep, 2025 05:47:50 PM	0:02:52		Internal
682127277443			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Oct, 2025 06:22:05 PM	03 Oct, 2025 06:25:47 PM	29 Sep, 2025 05:47:50 PM	0:02:52		Internal
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682127277443			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Oct, 2025 06:22:05 PM	03 Oct, 2025 06:25:47 PM	29 Sep, 2025 05:47:50 PM	0:02:52		Internal
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682127277443			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Oct, 2025 06:22:05 PM	03 Oct, 2025 06:25:47 PM	29 Sep, 2025 05:47:50 PM	0:02:52		Internal
682127277443			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Oct, 2025 06:22:05 PM	03 Oct, 2025 06:25:47 PM	29 Sep, 2025 05:47:50 PM	0:02:52		Internal
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682127277443			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Oct, 2025 06:22:05 PM	03 Oct, 2025 06:25:47 PM	29 Sep, 2025 05:47:50 PM	0:02:52		Internal
682127277443			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Oct, 2025 06:22:05 PM	03 Oct, 2025 06:25:47 PM	29 Sep, 2025 05:47:50 PM	0:02:52		Internal
682127277443			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Oct, 2025 06:22:05 PM	03 Oct, 2025 06:25:47 PM	29 Sep, 2025 05:47:50 PM	0:02:52		Internal
682127277443			CTE_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 Oct, 2025 06:22:05 PM	03 Oct, 2025 06:25:47 PM	29 Sep, 2025 05:47:50 PM	0:02:52		Internal
682127277443			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Oct, 2025 06:22:05 PM	03 Oct, 2025 06:25:47 PM	29 Sep, 2025 05:47:50 PM	0:02:52		Internal
682127277443			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Oct, 2025 06:22:05 PM	03 Oct, 2025 06:25:47 PM	29 Sep, 2025 05:47:50 PM	0:02:52		Internal
682127277443			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Oct, 2025 06:22:05 PM	03 Oct, 2025 06:25:47 PM	29 Sep, 2025 05:47:50 PM	0:02:52		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 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
683111616799	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			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 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683111616799			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Oct, 2025 07:06:42 PM	03 Oct, 2025 07:11:23 PM	01 Oct, 2025 03:50:56 PM	0:02:53		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_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 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
683112004430			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Oct, 2025 06:53:49 PM	03 Oct, 2025 07:12:24 PM	03 Oct, 2025 04:59:00 PM	0:02:52		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
682127393666	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_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 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
682127393666			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		01 Oct, 2025 06:58:38 PM	03 Oct, 2025 08:48:00 PM	30 Sep, 2025 01:44:07 PM	0:02:27		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
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683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
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683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111739204			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Typ	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683111739204	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	02 Oct, 2025 09:06:09 PM	03 Oct, 2025 09:01:33 PM	01 Oct, 2025 10:01:04 PM	0:02:41		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
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683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
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683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
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683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
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683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111762168			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Oct, 2025 04:31:56 AM	03 Oct, 2025 09:28:16 PM	02 Oct, 2025 12:22:00 PM	0:03:03		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
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683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
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683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		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
683111565978	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
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683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			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 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683111565978			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 12:42:04 PM	06 Oct, 2025 12:51:50 PM	01 Oct, 2025 12:09:39 PM	0:07:26		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
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683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
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683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
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683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112029129			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 12:54:05 PM	06 Oct, 2025 12:57:55 PM	03 Oct, 2025 06:25:50 PM	0:03:53		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112011204	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112011204			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 01:02:57 PM	06 Oct, 2025 01:05:34 PM	03 Oct, 2025 05:20:02 PM	0:03:43		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_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 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683112077890			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Oct, 2025 09:02:20 PM	06 Oct, 2025 01:11:20 PM	03 Oct, 2025 07:56:07 PM	0:05:13		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 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
683111956410	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_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 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683111956410			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 01:22:59 PM	06 Oct, 2025 01:26:03 PM	03 Oct, 2025 01:43:43 PM	0:03:45		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	but	05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_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 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683112159530			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Oct, 2025 05:31:04 PM	06 Oct, 2025 01:36:49 PM	05 Oct, 2025 04:50:22 PM	0:02:49		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 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
683111923825	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			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 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683111923825			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 01:40:20 PM	06 Oct, 2025 01:44:29 PM	02 Oct, 2025 10:06:51 PM	0:03:32		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			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 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	0:02:59		Internal
683112171022			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 09:01:04 AM	06 Oct, 2025 02:15:14 PM	06 Oct, 2025 05:20:25 AM	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
683111678199	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
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683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			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 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683111678199			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 02:11:43 PM	06 Oct, 2025 02:15:35 PM	01 Oct, 2025 07:14:15 PM	0:03:17		Internal
683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
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683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal

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683112069510	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
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683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
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683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
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683112069510			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 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
683112069510			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 02:33:04 PM	06 Oct, 2025 02:37:38 PM	03 Oct, 2025 08:28:43 PM	0:03:54		Internal
683112056285			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 02:55:22 PM	06 Oct, 2025 02:59:24 PM	03 Oct, 2025 07:53:59 PM	0:03:41		Internal
683112056285			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 02:55:22 PM	06 Oct, 2025 02:59:24 PM	03 Oct, 2025 07:53:59 PM	0:03:41		Internal
683112056285			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 02:55:22 PM	06 Oct, 2025 02:59:24 PM	03 Oct, 2025 07:53:59 PM	0:03:41		Internal
683112056285			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 02:55:22 PM	06 Oct, 2025 02:59:24 PM	03 Oct, 2025 07:53:59 PM	0:03:41		Internal
683112056285			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 02:55:22 PM	06 Oct, 2025 02:59:24 PM	03 Oct, 2025 07:53:59 PM	0:03:41		Internal
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683112056285			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 02:55:22 PM	06 Oct, 2025 02:59:24 PM	03 Oct, 2025 07:53:59 PM	0:03:41		Internal
683112056285			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 02:55:22 PM	06 Oct, 2025 02:59:24 PM	03 Oct, 2025 07:53:59 PM	0:03:41		Internal
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683112056285			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 02:55:22 PM	06 Oct, 2025 02:59:24 PM	03 Oct, 2025 07:53:59 PM	0:03:41		Internal
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683112056285			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 02:55:22 PM	06 Oct, 2025 02:59:24 PM	03 Oct, 2025 07:53:59 PM	0:03:41		Internal
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683112056285	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	Oct, 2025 02:55:22 PM	06 Oct, 2025 02:59:24 PM	03 Oct, 2025 07:53:59 PM	0:03:41		Internal
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683112056285			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Oct, 2025 02:55:22 PM	06 Oct, 2025 02:59:24 PM	03 Oct, 2025 07:53:59 PM	0:03:41		Internal
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683112056285			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Oct, 2025 02:55:22 PM	06 Oct, 2025 02:59:24 PM	03 Oct, 2025 07:53:59 PM	0:03:41		Internal
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683112203467			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Oct, 2025 02:59:20 PM	06 Oct, 2025 03:12:54 PM	06 Oct, 2025 02:42:57 PM	0:02:41		Internal
683112203467			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Oct, 2025 02:59:20 PM	06 Oct, 2025 03:12:54 PM	06 Oct, 2025 02:42:57 PM	0:02:41		Internal
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683112203467			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Oct, 2025 02:59:20 PM	06 Oct, 2025 03:12:54 PM	06 Oct, 2025 02:42:57 PM	0:02:41		Internal
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683112203467			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Oct, 2025 02:59:20 PM	06 Oct, 2025 03:12:54 PM	06 Oct, 2025 02:42:57 PM	0:02:41		Internal
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683112203467			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Oct, 2025 02:59:20 PM	06 Oct, 2025 03:12:54 PM	06 Oct, 2025 02:42:57 PM	0:02:41		Internal
683112203467			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Oct, 2025 02:59:20 PM	06 Oct, 2025 03:12:54 PM	06 Oct, 2025 02:42:57 PM	0:02:41		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683111717678	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	02 Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		02 Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			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 Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683111717678			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Oct, 2025 09:06:27 PM	06 Oct, 2025 03:24:02 PM	01 Oct, 2025 08:54:34 PM	0:03:40		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
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683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683112198498			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 03:38:13 PM	06 Oct, 2025 03:49:20 PM	06 Oct, 2025 02:28:33 PM	0:03:07		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 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
683111958699	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
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683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
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683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			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		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111958699			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 03:52:44 PM	06 Oct, 2025 04:05:21 PM	03 Oct, 2025 01:45:51 PM	0:04:45		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		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
683111641138	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
683111641138			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 03:32:57 PM	06 Oct, 2025 04:16:36 PM	01 Oct, 2025 05:06:36 PM	0:02:29		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
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682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
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682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_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 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
682127456314			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Oct, 2025 04:29:25 PM	06 Oct, 2025 04:22:19 PM	30 Sep, 2025 04:54:36 PM	0:03:41		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
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683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
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683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 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
683112176514	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
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683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
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683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683112176514			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 04:45:36 PM	06 Oct, 2025 04:56:09 PM	06 Oct, 2025 12:13:15 PM	0:05:28		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
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683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
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683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
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683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683111960119			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 04:42:38 PM	06 Oct, 2025 05:17:29 PM	03 Oct, 2025 02:10:28 PM	0:04:05		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112032529	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112032529			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 05:33:30 PM	06 Oct, 2025 05:46:59 PM	03 Oct, 2025 05:07:48 PM	0:05:33		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_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 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112077601			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 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
683112077601	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	06 Oct, 2025 06:28:49 PM	06 Oct, 2025 06:48:09 PM	03 Oct, 2025 07:48:07 PM	0:02:29		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112236782			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 07:18:07 PM	06 Oct, 2025 07:38:27 PM	06 Oct, 2025 04:32:42 PM	0:03:32		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112094967	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_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 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112094967			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 05:42:46 PM	06 Oct, 2025 07:46:12 PM	03 Oct, 2025 09:27:42 PM	0:02:21		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
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683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
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683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
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683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_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 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112018273			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Oct, 2025 11:49:53 AM	07 Oct, 2025 12:14:38 PM	03 Oct, 2025 05:47:49 PM	0:02:57		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 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
683112077058	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
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683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
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683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			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 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683112077058			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Oct, 2025 01:24:47 PM	07 Oct, 2025 01:28:10 PM	03 Oct, 2025 08:49:13 PM	0:03:36		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
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683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
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683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 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
683111769333	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
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683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			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 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111769333			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Oct, 2025 01:40:52 PM	07 Oct, 2025 01:44:40 PM	02 Oct, 2025 12:45:25 PM	0:04:24		Internal
683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
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683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
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683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
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683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal

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683111917758	[redacted]	[redacted]	CTE_Res_Moving_Span	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
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683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
683111917758			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		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
683111917758			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 08:15:20 PM	07 Oct, 2025 05:34:55 PM	02 Oct, 2025 09:42:36 PM	0:05:44		Internal
683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
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683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
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683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
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683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
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683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
683112227795			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		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal

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683112227795	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
683112227795			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Oct, 2025 05:47:05 PM	07 Oct, 2025 06:02:39 PM	06 Oct, 2025 03:49:01 PM	0:02:27		Internal
683112272874			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Oct, 2025 07:05:57 PM	07 Oct, 2025 07:10:25 PM	06 Oct, 2025 05:55:28 PM	0:03:01		Internal
683112272874			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Oct, 2025 07:05:57 PM	07 Oct, 2025 07:10:25 PM	06 Oct, 2025 05:55:28 PM	0:03:01		Internal
683112272874			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Oct, 2025 07:05:57 PM	07 Oct, 2025 07:10:25 PM	06 Oct, 2025 05:55:28 PM	0:03:01		Internal
683112272874			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Oct, 2025 07:05:57 PM	07 Oct, 2025 07:10:25 PM	06 Oct, 2025 05:55:28 PM	0:03:01		Internal
683112272874			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Oct, 2025 07:05:57 PM	07 Oct, 2025 07:10:25 PM	06 Oct, 2025 05:55:28 PM	0:03:01		Internal
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683112272874			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Oct, 2025 07:05:57 PM	07 Oct, 2025 07:10:25 PM	06 Oct, 2025 05:55:28 PM	0:03:01		Internal
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683112272874			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Oct, 2025 07:05:57 PM	07 Oct, 2025 07:10:25 PM	06 Oct, 2025 05:55:28 PM	0:03:01		Internal
683112272874			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Oct, 2025 07:05:57 PM	07 Oct, 2025 07:10:25 PM	06 Oct, 2025 05:55:28 PM	0:03:01		Internal
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683112272874			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Oct, 2025 07:05:57 PM	07 Oct, 2025 07:10:25 PM	06 Oct, 2025 05:55:28 PM	0:03:01		Internal
683112272874			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 Oct, 2025 07:05:57 PM	07 Oct, 2025 07:10:25 PM	06 Oct, 2025 05:55:28 PM	0:03:01		Internal
683112272874			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Oct, 2025 07:05:57 PM	07 Oct, 2025 07:10:25 PM	06 Oct, 2025 05:55:28 PM	0:03:01		Internal
683112272874			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Oct, 2025 07:05:57 PM	07 Oct, 2025 07:10:25 PM	06 Oct, 2025 05:55:28 PM	0:03:01		Internal
683112272874			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Oct, 2025 07:05:57 PM	07 Oct, 2025 07:10:25 PM	06 Oct, 2025 05:55:28 PM	0:03:01		Internal
683112156131			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
683112156131			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
683112156131			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
683112156131			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
683112156131			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
683112156131			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
683112156131			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
683112156131			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
683112156131			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
683112156131			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 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
6831121561	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
6831121561			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
6831121561			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
6831121561			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
6831121561			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
6831121561			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
6831121561			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
6831121561			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
6831121561			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
6831121561			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
6831121561			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
6831121561			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
6831121561			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
6831121561			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
6831121561			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
6831121561			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Oct, 2025 07:11:44 PM	07 Oct, 2025 07:22:16 PM	05 Oct, 2025 02:46:34 PM	0:03:38		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal
6831124314			CTE_Res_Resolution_Consul		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Oct, 2025 07:33:38 PM	07 Oct, 2025 07:55:37 PM	07 Oct, 2025 03:57:13 PM	0:03:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112489519	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			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 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			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 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112489519			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Oct, 2025 07:57:18 PM	07 Oct, 2025 08:17:28 PM	07 Oct, 2025 07:32:28 PM	0:05:41		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			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 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112205148			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 06:31:33 PM	07 Oct, 2025 09:45:03 PM	06 Oct, 2025 02:41:56 PM	0:07:47		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112347367	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			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 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112347367			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Oct, 2025 10:01:07 AM	07 Oct, 2025 10:06:29 PM	06 Oct, 2025 09:22:04 PM	0:04:06		Internal
683112527973			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
683112527973			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
683112527973			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
683112527973			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
683112527973			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
683112527973			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
683112527973			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
683112527973			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
683112527973			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
683112527973			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
683112527973			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
683112527973			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
683112527973			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
683112527973			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 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
6831125279731	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
6831125279731			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
6831125279731			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
6831125279731			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
6831125279731			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
6831125279731			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
6831125279731			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
6831125279731			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
6831125279731			CTE_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 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
6831125279731			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
6831125279731			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
6831125279731			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Oct, 2025 12:13:56 PM	08 Oct, 2025 12:17:22 PM	07 Oct, 2025 08:15:56 PM	0:03:11		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
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6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
6831125402121			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 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
683112540212	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
683112540212			CTE_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 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
683112540212			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
683112540212			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
683112540212			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Oct, 2025 12:12:46 PM	08 Oct, 2025 12:25:25 PM	07 Oct, 2025 09:22:45 PM	0:03:35		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_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 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683112457446			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Oct, 2025 01:00:21 PM	08 Oct, 2025 01:33:51 PM	07 Oct, 2025 05:03:50 PM	0:05:24		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 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
683111604666	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_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 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683111604666			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Oct, 2025 04:32:04 AM	08 Oct, 2025 01:58:59 PM	01 Oct, 2025 03:16:48 PM	0:03:08		Internal
683112576178			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal

Master Contact	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112576178	CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		8 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		8 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		8 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		8 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		8 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		8 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		8 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		8 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		8 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		8 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		8 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		8 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178	CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		8 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178	CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		8 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178	CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		8 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683112576178	CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		8 Oct, 2025 02:00:59 PM	08 Oct, 2025 02:20:36 PM	08 Oct, 2025 01:03:38 PM	0:03:20		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
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683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
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683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	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		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683111810928	CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		3 Oct, 2025 09:02:20 PM	08 Oct, 2025 03:15:05 PM	02 Oct, 2025 04:04:26 PM	0:04:04		Internal
683112375419	CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		7 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419	CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		7 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419	CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		7 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419	CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		7 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419	CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		7 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419	CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		7 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112375419	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
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683112375419			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
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683112375419			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419			CTE_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 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683112375419			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Oct, 2025 07:31:05 AM	08 Oct, 2025 03:23:22 PM	07 Oct, 2025 02:00:43 AM	0:02:08		Internal
683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
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683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
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683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
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683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
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683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
683111949578			CTE_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 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal
683111949578			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Oct, 2025 03:14:08 PM	08 Oct, 2025 03:33:48 PM	03 Oct, 2025 12:32:11 PM	0:04:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112385796	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
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683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
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683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
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683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			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 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Oct, 2025 03:26:06 PM	08 Oct, 2025 04:02:28 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112358450			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
683112358450			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
683112358450			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
683112358450			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
683112358450			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
683112358450			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 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
68311235845	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			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 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311235845			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Oct, 2025 05:51:05 PM	08 Oct, 2025 05:56:52 PM	06 Oct, 2025 10:00:50 PM	0:03:02		Internal
68311242421			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Oct, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
68311242421			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
68311242421			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
68311242421			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
68311242421			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
68311242421			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Oct, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
68311242421			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Oct, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
68311242421			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Oct, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
68311242421			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Oct, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
68311242421			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Oct, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
68311242421			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Oct, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
68311242421			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Oct, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
68311242421			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Oct, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
68311242421			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Oct, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 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
683112424218	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	t, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
683112424218			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		t, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
683112424218			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		t, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
683112424218			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		t, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
683112424218			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		t, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
683112424218			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		t, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
683112424218			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		t, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
683112424218			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		t, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
683112424218			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		t, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
683112424218			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		t, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
683112424218			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		t, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
683112424218			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		t, 2025 05:52:45 PM	08 Oct, 2025 06:12:35 PM	07 Oct, 2025 03:35:50 PM	0:04:11		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
683112508250			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		t, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal

Master Contact	Agent Name	Team	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
68311250825	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	08 Oct, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
68311250825			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Oct, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
68311250825			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Oct, 2025 06:08:31 PM	08 Oct, 2025 06:17:14 PM	07 Oct, 2025 07:56:57 PM	0:03:48		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			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 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311223826			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Oct, 2025 06:39:16 PM	08 Oct, 2025 06:44:32 PM	06 Oct, 2025 04:20:27 PM	0:03:10		Internal
68311259972			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
68311259972			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
68311259972			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
68311259972			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
68311259972			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
68311259972			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
68311259972			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
68311259972			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
68311259972			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
68311259972			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 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
683112599728	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
683112599728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
683112599728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
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683112599728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
683112599728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
683112599728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
683112599728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
683112599728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
683112599728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
683112599728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
683112599728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
683112599728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
683112599728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
683112599728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
683112599728			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Oct, 2025 08:03:16 PM	08 Oct, 2025 08:18:03 PM	08 Oct, 2025 02:11:13 PM	0:03:03		Internal
683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
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683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
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683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
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683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
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683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112276718			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 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112276718			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 06:31:33 PM	08 Oct, 2025 09:22:35 PM	06 Oct, 2025 06:06:26 PM	0:08:28		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
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683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112148786	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_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 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112148786			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Oct, 2025 08:01:57 AM	09 Oct, 2025 12:17:13 PM	05 Oct, 2025 05:08:30 AM	0:05:11		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683112685802			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 12:21:37 PM	09 Oct, 2025 12:38:23 PM	08 Oct, 2025 07:34:42 PM	0:04:16		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683111663020	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_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 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683111663020			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 12:43:20 PM	09 Oct, 2025 12:47:25 PM	01 Oct, 2025 06:19:50 PM	0:03:40		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_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 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112572239			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 12:50:23 PM	09 Oct, 2025 12:55:55 PM	08 Oct, 2025 12:01:20 PM	0:04:39		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 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
683112411357	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112411357			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 12:58:46 PM	09 Oct, 2025 01:03:31 PM	07 Oct, 2025 02:47:41 PM	0:03:30		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112730710	[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]	09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 11:54:10 AM	09 Oct, 2025 01:37:34 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683112632177			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 01:39:55 PM	09 Oct, 2025 01:42:32 PM	08 Oct, 2025 04:53:00 PM	0:03:46		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_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 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal
683111922795			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 02:06:50 PM	09 Oct, 2025 02:10:43 PM	02 Oct, 2025 10:02:38 PM	0:03:40		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112640482	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
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683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
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683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112640482			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 03:54:47 PM	09 Oct, 2025 04:46:09 PM	08 Oct, 2025 05:20:50 PM	0:03:36		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 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
683112712933	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112712933			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 05:03:53 PM	09 Oct, 2025 05:09:52 PM	08 Oct, 2025 08:50:01 PM	0:03:30		Internal
683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
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683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
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683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
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683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
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683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
683112765656			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 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
683112765656			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 05:12:13 PM	09 Oct, 2025 05:18:28 PM	09 Oct, 2025 12:55:12 PM	0:03:26		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 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
683112525436	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			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 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112525436			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 04:45:09 PM	09 Oct, 2025 05:27:16 PM	07 Oct, 2025 08:42:44 PM	0:03:28		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 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
683112502815	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112502815			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 06:31:24 PM	09 Oct, 2025 06:36:36 PM	07 Oct, 2025 07:40:19 PM	0:03:10		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			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 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112737180			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 06:44:33 PM	09 Oct, 2025 06:53:52 PM	08 Oct, 2025 09:50:49 PM	0:02:31		Internal
683112443793			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Oct, 2025 09:01:34 PM	09 Oct, 2025 07:37:19 PM	07 Oct, 2025 03:42:20 PM	0:02:33		Internal
683112443793			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 09:01:34 PM	09 Oct, 2025 07:37:19 PM	07 Oct, 2025 03:42:20 PM	0:02:33		Internal
683112443793			CTE_Bus_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 09:01:34 PM	09 Oct, 2025 07:37:19 PM	07 Oct, 2025 03:42:20 PM	0:02:33		Internal
683112443793			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 09:01:34 PM	09 Oct, 2025 07:37:19 PM	07 Oct, 2025 03:42:20 PM	0:02:33		Internal
683112443793			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 09:01:34 PM	09 Oct, 2025 07:37:19 PM	07 Oct, 2025 03:42:20 PM	0:02:33		Internal
683112443793			CTE_Bus_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Oct, 2025 09:01:34 PM	09 Oct, 2025 07:37:19 PM	07 Oct, 2025 03:42:20 PM	0:02:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112443793	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	Oct, 2025 09:01:34 PM	09 Oct, 2025 07:37:19 PM	07 Oct, 2025 03:42:20 PM	0:02:33		Internal
683112443793			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		Oct, 2025 09:01:34 PM	09 Oct, 2025 07:37:19 PM	07 Oct, 2025 03:42:20 PM	0:02:33		Internal
683112443793			CTE_Bus_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		Oct, 2025 09:01:34 PM	09 Oct, 2025 07:37:19 PM	07 Oct, 2025 03:42:20 PM	0:02:33		Internal
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683112443793			CTE_Bus_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		Oct, 2025 09:01:34 PM	09 Oct, 2025 07:37:19 PM	07 Oct, 2025 03:42:20 PM	0:02:33		Internal
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683112443793			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Oct, 2025 09:01:34 PM	09 Oct, 2025 07:37:19 PM	07 Oct, 2025 03:42:20 PM	0:02:33		Internal
683112443793			CTE_Bus_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Oct, 2025 09:01:34 PM	09 Oct, 2025 07:37:19 PM	07 Oct, 2025 03:42:20 PM	0:02:33		Internal
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683112443793			CTE_Bus_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Oct, 2025 09:01:34 PM	09 Oct, 2025 07:37:19 PM	07 Oct, 2025 03:42:20 PM	0:02:33		Internal
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683112765078			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Oct, 2025 07:13:46 PM	09 Oct, 2025 07:58:39 PM	09 Oct, 2025 12:39:24 PM	0:04:39		Internal
683112765078			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Oct, 2025 07:13:46 PM	09 Oct, 2025 07:58:39 PM	09 Oct, 2025 12:39:24 PM	0:04:39		Internal
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683112765078			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Oct, 2025 07:13:46 PM	09 Oct, 2025 07:58:39 PM	09 Oct, 2025 12:39:24 PM	0:04:39		Internal
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683112765078	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	09 Oct, 2025 07:13:46 PM	09 Oct, 2025 07:58:39 PM	09 Oct, 2025 12:39:24 PM	0:04:39		Internal
683112765078			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 07:13:46 PM	09 Oct, 2025 07:58:39 PM	09 Oct, 2025 12:39:24 PM	0:04:39		Internal
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683112765078			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 Oct, 2025 07:13:46 PM	09 Oct, 2025 07:58:39 PM	09 Oct, 2025 12:39:24 PM	0:04:39		Internal
683112765078			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 07:13:46 PM	09 Oct, 2025 07:58:39 PM	09 Oct, 2025 12:39:24 PM	0:04:39		Internal
683112765078			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 07:13:46 PM	09 Oct, 2025 07:58:39 PM	09 Oct, 2025 12:39:24 PM	0:04:39		Internal
683112765078			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 07:13:46 PM	09 Oct, 2025 07:58:39 PM	09 Oct, 2025 12:39:24 PM	0:04:39		Internal
683112790246			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 08:03:39 PM	09 Oct, 2025 08:07:13 PM	09 Oct, 2025 02:56:54 PM	0:03:30		Internal
683112790246			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 08:03:39 PM	09 Oct, 2025 08:07:13 PM	09 Oct, 2025 02:56:54 PM	0:03:30		Internal
683112790246			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 08:03:39 PM	09 Oct, 2025 08:07:13 PM	09 Oct, 2025 02:56:54 PM	0:03:30		Internal
683112790246			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 08:03:39 PM	09 Oct, 2025 08:07:13 PM	09 Oct, 2025 02:56:54 PM	0:03:30		Internal
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683112790246			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 08:03:39 PM	09 Oct, 2025 08:07:13 PM	09 Oct, 2025 02:56:54 PM	0:03:30		Internal
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683112820175			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 08:25:13 PM	09 Oct, 2025 08:30:41 PM	09 Oct, 2025 05:01:13 PM	0:04:01		Internal
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683112820175			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Oct, 2025 08:25:13 PM	09 Oct, 2025 08:30:41 PM	09 Oct, 2025 05:01:13 PM	0:04:01		Internal
683112820175			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 08:25:13 PM	09 Oct, 2025 08:30:41 PM	09 Oct, 2025 05:01:13 PM	0:04:01		Internal
683112820175			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 08:25:13 PM	09 Oct, 2025 08:30:41 PM	09 Oct, 2025 05:01:13 PM	0:04:01		Internal
683112820175			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 08:25:13 PM	09 Oct, 2025 08:30:41 PM	09 Oct, 2025 05:01:13 PM	0:04:01		Internal
683112820175			CTE_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 Oct, 2025 08:25:13 PM	09 Oct, 2025 08:30:41 PM	09 Oct, 2025 05:01:13 PM	0:04:01		Internal
683112820175			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 08:25:13 PM	09 Oct, 2025 08:30:41 PM	09 Oct, 2025 05:01:13 PM	0:04:01		Internal
683112820175			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 08:25:13 PM	09 Oct, 2025 08:30:41 PM	09 Oct, 2025 05:01:13 PM	0:04:01		Internal
683112820175			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 08:25:13 PM	09 Oct, 2025 08:30:41 PM	09 Oct, 2025 05:01:13 PM	0:04:01		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112384579			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Oct, 2025 11:01:04 AM	09 Oct, 2025 09:55:04 PM	07 Oct, 2025 12:38:55 PM	0:03:20		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
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683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112286988	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			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 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112286988			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Oct, 2025 07:31:04 AM	09 Oct, 2025 09:56:00 PM	06 Oct, 2025 06:39:28 PM	0:08:24		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
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683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
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683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_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 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112848693			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Oct, 2025 12:34:34 PM	10 Oct, 2025 01:33:44 PM	09 Oct, 2025 06:53:14 PM	0:06:32		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 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
683112397224	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
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683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
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683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			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		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112397224			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Oct, 2025 09:01:28 PM	10 Oct, 2025 02:23:48 PM	07 Oct, 2025 01:48:07 PM	0:02:51		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
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683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
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683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
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683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112724423			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 02:41:51 PM	08 Oct, 2025 09:26:54 PM	0:06:22		Internal
683112962594			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
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683112962594			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
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683112962594			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		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
683112962594		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
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683112962594		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain				10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112962594		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Oct, 2025 02:51:02 PM	10 Oct, 2025 02:54:38 PM	10 Oct, 2025 02:24:05 PM	0:04:59		Internal
683112896207		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Oct, 2025 02:55:42 PM	10 Oct, 2025 03:02:43 PM	09 Oct, 2025 09:01:54 PM	0:04:42		Internal
683112896207		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Oct, 2025 02:55:42 PM	10 Oct, 2025 03:02:43 PM	09 Oct, 2025 09:01:54 PM	0:04:42		Internal
683112896207		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Oct, 2025 02:55:42 PM	10 Oct, 2025 03:02:43 PM	09 Oct, 2025 09:01:54 PM	0:04:42		Internal
683112896207		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Oct, 2025 02:55:42 PM	10 Oct, 2025 03:02:43 PM	09 Oct, 2025 09:01:54 PM	0:04:42		Internal
683112896207		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Oct, 2025 02:55:42 PM	10 Oct, 2025 03:02:43 PM	09 Oct, 2025 09:01:54 PM	0:04:42		Internal
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683112896207		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Oct, 2025 02:55:42 PM	10 Oct, 2025 03:02:43 PM	09 Oct, 2025 09:01:54 PM	0:04:42		Internal
683112896207		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Oct, 2025 02:55:42 PM	10 Oct, 2025 03:02:43 PM	09 Oct, 2025 09:01:54 PM	0:04:42		Internal
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683112896207		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Oct, 2025 02:55:42 PM	10 Oct, 2025 03:02:43 PM	09 Oct, 2025 09:01:54 PM	0:04:42		Internal
683112896207		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Oct, 2025 02:55:42 PM	10 Oct, 2025 03:02:43 PM	09 Oct, 2025 09:01:54 PM	0:04:42		Internal
683112896207		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Oct, 2025 02:55:42 PM	10 Oct, 2025 03:02:43 PM	09 Oct, 2025 09:01:54 PM	0:04:42		Internal
683112896207		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Oct, 2025 02:55:42 PM	10 Oct, 2025 03:02:43 PM	09 Oct, 2025 09:01:54 PM	0:04:42		Internal
683112896207		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Oct, 2025 02:55:42 PM	10 Oct, 2025 03:02:43 PM	09 Oct, 2025 09:01:54 PM	0:04:42		Internal
683112896207		CTE_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 Oct, 2025 02:55:42 PM	10 Oct, 2025 03:02:43 PM	09 Oct, 2025 09:01:54 PM	0:04:42		Internal
683112896207		CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Oct, 2025 02:55:42 PM	10 Oct, 2025 03:02:43 PM	09 Oct, 2025 09:01:54 PM	0:04:42		Internal
683112896207		CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Oct, 2025 02:55:42 PM	10 Oct, 2025 03:02:43 PM	09 Oct, 2025 09:01:54 PM	0:04:42		Internal
683112896207		CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Oct, 2025 02:55:42 PM	10 Oct, 2025 03:02:43 PM	09 Oct, 2025 09:01:54 PM	0:04:42		Internal
683112765311		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 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
683112765311	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311			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 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112765311			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 07:01:22 PM	10 Oct, 2025 03:29:45 PM	09 Oct, 2025 12:53:08 PM	0:05:34		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
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683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112909911			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Oct, 2025 03:34:26 PM	10 Oct, 2025 03:48:56 PM	09 Oct, 2025 09:33:09 PM	0:03:11		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112858187	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
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683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
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683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112858187			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	10 Oct, 2025 03:53:04 PM	10 Oct, 2025 03:58:37 PM	09 Oct, 2025 07:22:32 PM	0:04:46		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			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 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112029094			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	10 Oct, 2025 04:10:34 PM	10 Oct, 2025 04:44:58 PM	03 Oct, 2025 06:23:45 PM	0:04:23		Internal
683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
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683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
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683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
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683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
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683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112967187			CTE_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 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112967187			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Oct, 2025 04:56:06 PM	10 Oct, 2025 05:05:47 PM	10 Oct, 2025 02:44:16 PM	0:05:46		Internal
683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
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683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
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683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
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683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal

REDACTED

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112989837	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
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683112989837			CTE_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 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
683112989837			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	10 Oct, 2025 06:07:23 PM	10 Oct, 2025 06:22:41 PM	10 Oct, 2025 03:13:05 PM	0:03:35		Internal
683112969298			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	10 Oct, 2025 07:00:35 PM	10 Oct, 2025 07:09:25 PM	10 Oct, 2025 01:57:32 PM	0:03:06		Internal
683112969298			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	10 Oct, 2025 07:00:35 PM	10 Oct, 2025 07:09:25 PM	10 Oct, 2025 01:57:32 PM	0:03:06		Internal
683112969298			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	10 Oct, 2025 07:00:35 PM	10 Oct, 2025 07:09:25 PM	10 Oct, 2025 01:57:32 PM	0:03:06		Internal
683112969298			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	10 Oct, 2025 07:00:35 PM	10 Oct, 2025 07:09:25 PM	10 Oct, 2025 01:57:32 PM	0:03:06		Internal
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683112969298			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	10 Oct, 2025 07:00:35 PM	10 Oct, 2025 07:09:25 PM	10 Oct, 2025 01:57:32 PM	0:03:06		Internal
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683112969298			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	10 Oct, 2025 07:00:35 PM	10 Oct, 2025 07:09:25 PM	10 Oct, 2025 01:57:32 PM	0:03:06		Internal
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683112969298			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	10 Oct, 2025 07:00:35 PM	10 Oct, 2025 07:09:25 PM	10 Oct, 2025 01:57:32 PM	0:03:06		Internal
683112969298			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	10 Oct, 2025 07:00:35 PM	10 Oct, 2025 07:09:25 PM	10 Oct, 2025 01:57:32 PM	0:03:06		Internal
683112969298			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	10 Oct, 2025 07:00:35 PM	10 Oct, 2025 07:09:25 PM	10 Oct, 2025 01:57:32 PM	0:03:06		Internal
683112969298			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	10 Oct, 2025 07:00:35 PM	10 Oct, 2025 07:09:25 PM	10 Oct, 2025 01:57:32 PM	0:03:06		Internal
683112969298			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	10 Oct, 2025 07:00:35 PM	10 Oct, 2025 07:09:25 PM	10 Oct, 2025 01:57:32 PM	0:03:06		Internal
683112969298			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	10 Oct, 2025 07:00:35 PM	10 Oct, 2025 07:09:25 PM	10 Oct, 2025 01:57:32 PM	0:03:06		Internal
683112969298			CTE_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 Oct, 2025 07:00:35 PM	10 Oct, 2025 07:09:25 PM	10 Oct, 2025 01:57:32 PM	0:03:06		Internal
683112969298			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	10 Oct, 2025 07:00:35 PM	10 Oct, 2025 07:09:25 PM	10 Oct, 2025 01:57:32 PM	0:03:06		Internal
683112969298			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	10 Oct, 2025 07:00:35 PM	10 Oct, 2025 07:09:25 PM	10 Oct, 2025 01:57:32 PM	0:03:06		Internal
683112969298			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	10 Oct, 2025 07:00:35 PM	10 Oct, 2025 07:09:25 PM	10 Oct, 2025 01:57:32 PM	0:03:06		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 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
683112416104	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			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 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112416104			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 05:31:27 AM	10 Oct, 2025 10:12:18 PM	07 Oct, 2025 03:01:14 PM	0:02:28		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
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683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			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		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112804714			CTE_Bus_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Oct, 2025 05:31:10 AM	13 Oct, 2025 04:54:58 AM	09 Oct, 2025 03:56:21 PM	0:03:14		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 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
683112385796	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			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 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Oct, 2025 04:10:41 PM	13 Oct, 2025 05:30:23 AM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
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683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_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 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112043761			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Oct, 2025 07:37:36 PM	13 Oct, 2025 11:55:44 AM	03 Oct, 2025 05:57:36 PM	0:06:20		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		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
683112438092	[redacted]		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_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 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683112438092			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 01:31:13 PM	13 Oct, 2025 12:19:32 PM	07 Oct, 2025 03:23:20 PM	0:06:22		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
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683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
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683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	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
683113179253	[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]	13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_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 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683113179253			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Oct, 2025 07:31:00 AM	13 Oct, 2025 12:34:07 PM	13 Oct, 2025 06:15:42 AM	0:03:27		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
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683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
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683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
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683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	on	10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			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		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683112849452			CTE_Res_Default_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Oct, 2025 01:31:05 AM	14 Oct, 2025 01:28:27 AM	09 Oct, 2025 06:54:47 PM	0:02:36		Internal
683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
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683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
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683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
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683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal

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683113263867	[redacted]	[redacted]	CTE_Bus_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
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683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
683113263867			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		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
683113263867			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Oct, 2025 05:01:20 AM	14 Oct, 2025 12:39:50 PM	14 Oct, 2025 04:32:21 AM	0:02:48		Internal
683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
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683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
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683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
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683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
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683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
683112746858			CTE_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 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
683112746858			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Oct, 2025 07:01:04 PM	14 Oct, 2025 12:51:53 PM	08 Oct, 2025 10:44:25 PM	0:04:21		Internal
683113179125			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Oct, 2025 07:31:00 AM	14 Oct, 2025 01:56:44 PM	13 Oct, 2025 05:58:25 AM	0:05:16		Internal
683113179125			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Oct, 2025 07:31:00 AM	14 Oct, 2025 01:56:44 PM	13 Oct, 2025 05:58:25 AM	0:05:16		Internal
683113179125			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Oct, 2025 07:31:00 AM	14 Oct, 2025 01:56:44 PM	13 Oct, 2025 05:58:25 AM	0:05:16		Internal
683113179125			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Oct, 2025 07:31:00 AM	14 Oct, 2025 01:56:44 PM	13 Oct, 2025 05:58:25 AM	0:05:16		Internal
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683113179125			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Oct, 2025 07:31:00 AM	14 Oct, 2025 01:56:44 PM	13 Oct, 2025 05:58:25 AM	0:05:16		Internal
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683113179125			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	and	13 Oct, 2025 07:31:00 AM	14 Oct, 2025 01:56:44 PM	13 Oct, 2025 05:58:25 AM	0:05:16		Internal
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683113179125	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	13 Oct, 2025 07:31:00 AM	14 Oct, 2025 01:56:44 PM	13 Oct, 2025 05:58:25 AM	0:05:16		Internal
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683113179125			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Oct, 2025 07:31:00 AM	14 Oct, 2025 01:56:44 PM	13 Oct, 2025 05:58:25 AM	0:05:16		Internal
683113179125			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Oct, 2025 07:31:00 AM	14 Oct, 2025 01:56:44 PM	13 Oct, 2025 05:58:25 AM	0:05:16		Internal
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683113179125			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Oct, 2025 07:31:00 AM	14 Oct, 2025 01:56:44 PM	13 Oct, 2025 05:58:25 AM	0:05:16		Internal
683113179125			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Oct, 2025 07:31:00 AM	14 Oct, 2025 01:56:44 PM	13 Oct, 2025 05:58:25 AM	0:05:16		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_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 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113254190			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Oct, 2025 05:01:19 AM	14 Oct, 2025 02:20:29 PM	13 Oct, 2025 09:55:28 PM	0:03:23		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	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
683113183054	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			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 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683113183054			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Oct, 2025 11:31:04 AM	14 Oct, 2025 02:46:19 PM	13 Oct, 2025 10:35:53 AM	0:05:08		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	st 4	14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			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 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683112605249			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Oct, 2025 02:43:28 PM	14 Oct, 2025 02:49:23 PM	08 Oct, 2025 03:00:52 PM	0:04:05		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 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
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113328001			CTE_Res_Moving		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Oct, 2025 04:35:25 PM	14 Oct, 2025 05:01:29 PM	14 Oct, 2025 04:12:07 PM	0:04:55		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			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 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			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 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683113340888			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Oct, 2025 05:15:15 PM	14 Oct, 2025 05:25:22 PM	14 Oct, 2025 05:11:53 PM	0:02:09		Internal
683112786585			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
683112786585			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
683112786585			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
683112786585			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
683112786585			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
683112786585			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
683112786585			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
683112786585			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
683112786585			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
683112786585			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 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
68311278658	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
68311278658			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
68311278658			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
68311278658			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
68311278658			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
68311278658			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
68311278658			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
68311278658			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
68311278658			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
68311278658			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
68311278658			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
68311278658			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
68311278658			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 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
68311278658			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
68311278658			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
68311278658			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Oct, 2025 05:17:45 PM	14 Oct, 2025 05:30:00 PM	09 Oct, 2025 02:38:18 PM	0:03:12		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			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 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			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 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311333438			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Oct, 2025 05:28:19 PM	14 Oct, 2025 06:00:58 PM	14 Oct, 2025 05:16:14 PM	0:05:45		Internal
68311288034			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
68311288034			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
68311288034			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
68311288034			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 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
683112880346	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			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		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683112880346			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		4 Oct, 2025 06:03:21 PM	14 Oct, 2025 06:11:08 PM	09 Oct, 2025 08:22:14 PM	0:03:23		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		4 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		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
683113292333			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 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			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 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113292333			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Oct, 2025 06:17:23 PM	14 Oct, 2025 06:58:37 PM	14 Oct, 2025 01:51:41 PM	0:07:57		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			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 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			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 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683113338621			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Oct, 2025 07:04:13 PM	14 Oct, 2025 07:19:40 PM	14 Oct, 2025 03:57:47 PM	0:06:19		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			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 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683112241815			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Oct, 2025 07:39:23 PM	14 Oct, 2025 08:12:36 PM	06 Oct, 2025 04:32:57 PM	0:05:35		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	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
683113155917	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	s,	12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113155917			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Oct, 2025 06:01:32 AM	14 Oct, 2025 10:10:49 PM	12 Oct, 2025 05:50:24 AM	0:02:36		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683113382228	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_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 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683113382228			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Oct, 2025 12:05:12 PM	15 Oct, 2025 12:19:04 PM	14 Oct, 2025 07:09:37 PM	0:02:34		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
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683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
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683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
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683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_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 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112943109			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Oct, 2025 12:35:58 PM	15 Oct, 2025 12:38:40 PM	10 Oct, 2025 12:02:37 PM	0:03:51		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 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
683112859316	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_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 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683112859316			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Oct, 2025 12:32:43 PM	15 Oct, 2025 12:53:38 PM	09 Oct, 2025 07:23:49 PM	0:05:25		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683113211545	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_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 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113211545			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Oct, 2025 12:55:28 PM	15 Oct, 2025 01:03:42 PM	13 Oct, 2025 03:19:01 PM	0:03:01		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_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 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683113411953			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Oct, 2025 01:31:37 AM	15 Oct, 2025 01:34:33 PM	14 Oct, 2025 07:10:04 PM	0:03:57		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 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
683112176700	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
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683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
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683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			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 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683112176700			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Oct, 2025 06:31:33 PM	15 Oct, 2025 02:00:39 PM	06 Oct, 2025 12:16:59 PM	0:06:46		Internal
683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
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683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
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683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
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683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
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683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
683113127245			CTE_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 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683113127245	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
683113127245			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Oct, 2025 02:05:43 PM	15 Oct, 2025 02:01:52 PM	11 Oct, 2025 12:02:42 PM	0:04:33		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
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683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
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683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
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683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
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683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			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		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683113426152			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Oct, 2025 02:07:53 PM	15 Oct, 2025 02:15:16 PM	14 Oct, 2025 09:08:27 PM	0:03:40		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
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683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
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683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal

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683112151454	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
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683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_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 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683112151454			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Oct, 2025 01:31:34 PM	15 Oct, 2025 02:16:34 PM	05 Oct, 2025 12:11:13 PM	0:02:15		Internal
683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
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683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
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683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
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683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
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683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	in	14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
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683113441596			CTE_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 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
683113441596			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Oct, 2025 09:01:38 PM	15 Oct, 2025 02:35:05 PM	14 Oct, 2025 08:38:39 PM	0:02:58		Internal
683113399534			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 02:49:58 PM	15 Oct, 2025 02:54:25 PM	14 Oct, 2025 07:49:59 PM	0:02:59		Internal
683113399534			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 02:49:58 PM	15 Oct, 2025 02:54:25 PM	14 Oct, 2025 07:49:59 PM	0:02:59		Internal
683113399534			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Oct, 2025 02:49:58 PM	15 Oct, 2025 02:54:25 PM	14 Oct, 2025 07:49:59 PM	0:02:59		Internal
683113399534			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Oct, 2025 02:49:58 PM	15 Oct, 2025 02:54:25 PM	14 Oct, 2025 07:49:59 PM	0:02:59		Internal
683113399534			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Oct, 2025 02:49:58 PM	15 Oct, 2025 02:54:25 PM	14 Oct, 2025 07:49:59 PM	0:02:59		Internal
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683113399534			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Oct, 2025 02:49:58 PM	15 Oct, 2025 02:54:25 PM	14 Oct, 2025 07:49:59 PM	0:02:59		Internal
683113399534			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Oct, 2025 02:49:58 PM	15 Oct, 2025 02:54:25 PM	14 Oct, 2025 07:49:59 PM	0:02:59		Internal
683113399534			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Oct, 2025 02:49:58 PM	15 Oct, 2025 02:54:25 PM	14 Oct, 2025 07:49:59 PM	0:02:59		Internal
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683113399534	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	15 Oct, 2025 02:49:58 PM	15 Oct, 2025 02:54:25 PM	14 Oct, 2025 07:49:59 PM	0:02:59		Internal
683113399534			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 02:49:58 PM	15 Oct, 2025 02:54:25 PM	14 Oct, 2025 07:49:59 PM	0:02:59		Internal
683113399534			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Oct, 2025 02:49:58 PM	15 Oct, 2025 02:54:25 PM	14 Oct, 2025 07:49:59 PM	0:02:59		Internal
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683113399534			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Oct, 2025 02:49:58 PM	15 Oct, 2025 02:54:25 PM	14 Oct, 2025 07:49:59 PM	0:02:59		Internal
683113399534			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Oct, 2025 02:49:58 PM	15 Oct, 2025 02:54:25 PM	14 Oct, 2025 07:49:59 PM	0:02:59		Internal
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683113399534			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Oct, 2025 02:49:58 PM	15 Oct, 2025 02:54:25 PM	14 Oct, 2025 07:49:59 PM	0:02:59		Internal
683113399534			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Oct, 2025 02:49:58 PM	15 Oct, 2025 02:54:25 PM	14 Oct, 2025 07:49:59 PM	0:02:59		Internal
683113370262			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 03:11:13 PM	15 Oct, 2025 03:15:37 PM	14 Oct, 2025 06:36:36 PM	0:02:49		Internal
683113370262			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 03:11:13 PM	15 Oct, 2025 03:15:37 PM	14 Oct, 2025 06:36:36 PM	0:02:49		Internal
683113370262			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Oct, 2025 03:11:13 PM	15 Oct, 2025 03:15:37 PM	14 Oct, 2025 06:36:36 PM	0:02:49		Internal
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683113370262			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 03:11:13 PM	15 Oct, 2025 03:15:37 PM	14 Oct, 2025 06:36:36 PM	0:02:49		Internal
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683113370262			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		15 Oct, 2025 03:11:13 PM	15 Oct, 2025 03:15:37 PM	14 Oct, 2025 06:36:36 PM	0:02:49		Internal
683113370262			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Oct, 2025 03:11:13 PM	15 Oct, 2025 03:15:37 PM	14 Oct, 2025 06:36:36 PM	0:02:49		Internal
683113370262			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Oct, 2025 03:11:13 PM	15 Oct, 2025 03:15:37 PM	14 Oct, 2025 06:36:36 PM	0:02:49		Internal
683113370262			CTE_Bus_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Oct, 2025 03:11:13 PM	15 Oct, 2025 03:15:37 PM	14 Oct, 2025 06:36:36 PM	0:02:49		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
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683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
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683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
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683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
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683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			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		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113397940			CTE_Res_Resolution_Consult		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Oct, 2025 03:26:07 PM	15 Oct, 2025 03:28:37 PM	14 Oct, 2025 06:35:43 PM	0:03:24		Internal
683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	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
683113268283	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
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683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
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683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
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683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
683113268283			CTE_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 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
683113268283			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Oct, 2025 03:06:54 PM	15 Oct, 2025 03:39:56 PM	14 Oct, 2025 11:42:48 AM	0:03:08		Internal
683113236950	P		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
683113236950	P		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
683113236950	P		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
683113236950	P		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
683113236950	P		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
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683113236950	P		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
683113236950	P		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
683113236950	P		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
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683113236950	P		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
683113236950	P		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
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683113236950	P		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal

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683113236950	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
683113236950			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
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683113236950			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
683113236950			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
683113236950			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
683113236950			CTE_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 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
683113236950			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
683113236950			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
683113236950			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Oct, 2025 03:51:08 PM	15 Oct, 2025 03:54:45 PM	13 Oct, 2025 06:41:08 PM	0:04:22		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
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683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
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683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_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 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683111649524			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Oct, 2025 04:05:02 PM	15 Oct, 2025 04:12:49 PM	01 Oct, 2025 05:30:18 PM	0:05:41		Internal
683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683113216805	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
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683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
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683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
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683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
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683113216805			CTE_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 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
683113216805			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Oct, 2025 05:05:44 PM	15 Oct, 2025 05:10:08 PM	13 Oct, 2025 03:55:18 PM	0:04:41		Internal
683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
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683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
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683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
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683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
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683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 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
683113514332	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
683113514332			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 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
683113514332			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Oct, 2025 05:31:54 PM	15 Oct, 2025 06:57:32 PM	15 Oct, 2025 02:17:20 PM	0:04:56		Internal
683113508346			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Oct, 2025 12:12:30 PM	16 Oct, 2025 12:41:51 PM	15 Oct, 2025 01:46:58 PM	0:06:47		Internal
683113508346			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Oct, 2025 12:12:30 PM	16 Oct, 2025 12:41:51 PM	15 Oct, 2025 01:46:58 PM	0:06:47		Internal
683113508346			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Oct, 2025 12:12:30 PM	16 Oct, 2025 12:41:51 PM	15 Oct, 2025 01:46:58 PM	0:06:47		Internal
683113508346			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Oct, 2025 12:12:30 PM	16 Oct, 2025 12:41:51 PM	15 Oct, 2025 01:46:58 PM	0:06:47		Internal
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683113508346			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Oct, 2025 12:12:30 PM	16 Oct, 2025 12:41:51 PM	15 Oct, 2025 01:46:58 PM	0:06:47		Internal
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683113508346			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Oct, 2025 12:12:30 PM	16 Oct, 2025 12:41:51 PM	15 Oct, 2025 01:46:58 PM	0:06:47		Internal
683113508346			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Oct, 2025 12:12:30 PM	16 Oct, 2025 12:41:51 PM	15 Oct, 2025 01:46:58 PM	0:06:47		Internal
683113508346			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Oct, 2025 12:12:30 PM	16 Oct, 2025 12:41:51 PM	15 Oct, 2025 01:46:58 PM	0:06:47		Internal
683113508346			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Oct, 2025 12:12:30 PM	16 Oct, 2025 12:41:51 PM	15 Oct, 2025 01:46:58 PM	0:06:47		Internal
683113508346			CTE_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 Oct, 2025 12:12:30 PM	16 Oct, 2025 12:41:51 PM	15 Oct, 2025 01:46:58 PM	0:06:47		Internal
683113508346			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Oct, 2025 12:12:30 PM	16 Oct, 2025 12:41:51 PM	15 Oct, 2025 01:46:58 PM	0:06:47		Internal
683113508346			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Oct, 2025 12:12:30 PM	16 Oct, 2025 12:41:51 PM	15 Oct, 2025 01:46:58 PM	0:06:47		Internal
683113508346			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Oct, 2025 12:12:30 PM	16 Oct, 2025 12:41:51 PM	15 Oct, 2025 01:46:58 PM	0:06:47		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 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
684180563624	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			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 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
684180563624			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Oct, 2025 12:41:43 PM	16 Oct, 2025 12:43:56 PM	15 Oct, 2025 05:34:20 PM	0:03:15		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
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683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
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683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
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683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 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
683112547119	[redacted]		CTE_Bus_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]	08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
683112547119			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Oct, 2025 01:01:14 AM	16 Oct, 2025 01:14:58 PM	07 Oct, 2025 09:39:50 PM	0:02:51		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
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684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
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684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
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684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_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 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
684180634889			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Oct, 2025 01:12:36 PM	16 Oct, 2025 01:26:36 PM	15 Oct, 2025 09:40:58 PM	0:06:22		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112901196	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	6 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		6 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		6 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		6 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		6 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		6 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		6 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
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683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		6 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		6 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		6 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		6 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		6 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		6 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		6 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683112901196			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		6 Oct, 2025 02:44:09 PM	16 Oct, 2025 02:46:19 PM	09 Oct, 2025 08:29:44 PM	0:02:46		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		6 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal

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683113452089	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	16 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
683113452089			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Oct, 2025 03:40:27 PM	16 Oct, 2025 03:44:02 PM	14 Oct, 2025 09:51:54 PM	0:04:27		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
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684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
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684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
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684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_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 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180577042			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Oct, 2025 04:10:04 PM	16 Oct, 2025 04:16:20 PM	15 Oct, 2025 05:35:20 PM	0:03:38		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 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
684180624359	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
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684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
684180624359			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Oct, 2025 04:39:01 PM	16 Oct, 2025 04:50:46 PM	15 Oct, 2025 09:25:36 PM	0:03:29		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal

REDACTED

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
683113497402	[redacted]		CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			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 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
683113497402			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Oct, 2025 08:16:09 PM	16 Oct, 2025 05:28:49 PM	15 Oct, 2025 12:54:01 PM	0:05:59		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_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 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180588588			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Oct, 2025 06:19:48 PM	16 Oct, 2025 06:27:33 PM	15 Oct, 2025 07:22:54 PM	0:06:12		Internal
684180610499			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
684180610499			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
684180610499			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
684180610499			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
684180610499			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
684180610499			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 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
68418061049	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
68418061049			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
68418061049			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
68418061049			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
68418061049			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
68418061049			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
68418061049			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
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68418061049			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
68418061049			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
68418061049			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
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68418061049			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
68418061049			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
68418061049			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
68418061049			CTE_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 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
68418061049			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
68418061049			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
68418061049			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Oct, 2025 07:19:35 PM	16 Oct, 2025 07:30:00 PM	15 Oct, 2025 08:45:04 PM	0:05:04		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 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
68311343997	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_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 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311343997			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		15 Oct, 2025 02:27:01 PM	16 Oct, 2025 07:56:03 PM	14 Oct, 2025 09:31:56 PM	0:02:35		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
68311224125			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 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
683112241254	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
683112241254			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
683112241254			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
683112241254			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Oct, 2025 09:15:02 PM	16 Oct, 2025 09:26:08 PM	06 Oct, 2025 04:32:26 PM	0:04:44		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
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683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
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683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683112281885			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Oct, 2025 09:28:24 PM	16 Oct, 2025 09:48:00 PM	06 Oct, 2025 06:26:23 PM	0:03:24		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
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683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_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 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
683113443750			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		16 Oct, 2025 07:00:59 PM	16 Oct, 2025 09:58:29 PM	14 Oct, 2025 08:49:25 PM	0:07:42		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 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
684180617391	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
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684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180617391			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Oct, 2025 01:31:59 PM	17 Oct, 2025 01:35:12 PM	15 Oct, 2025 09:05:17 PM	0:03:34		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
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684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
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684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 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
684180714172	[redacted]		CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
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684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
684180714172			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Oct, 2025 01:13:42 PM	17 Oct, 2025 01:43:04 PM	16 Oct, 2025 04:32:14 PM	0:03:37		Internal
683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
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683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
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683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
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683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683113555015			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683113555015		CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683113555015		CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683113555015		CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Oct, 2025 03:36:53 PM	17 Oct, 2025 03:39:16 PM	15 Oct, 2025 05:10:07 PM	0:03:25		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
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683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
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683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
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683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112246859		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Oct, 2025 03:53:38 PM	17 Oct, 2025 04:04:58 PM	06 Oct, 2025 04:46:59 PM	0:04:37		Internal
683112544518		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
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683112544518		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112544518	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518			CTE_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 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
683112544518			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Oct, 2025 04:07:16 PM	17 Oct, 2025 04:13:37 PM	07 Oct, 2025 09:11:47 PM	0:03:16		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
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684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180809351			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Oct, 2025 05:24:27 PM	17 Oct, 2025 05:29:23 PM	16 Oct, 2025 10:01:54 PM	0:03:31		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 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
684180804171	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			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 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
684180804171			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Oct, 2025 06:50:28 PM	17 Oct, 2025 06:53:14 PM	16 Oct, 2025 09:01:25 PM	0:03:07		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112740004	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	20 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
683112740004			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Oct, 2025 09:01:18 AM	20 Oct, 2025 02:26:39 PM	08 Oct, 2025 09:56:56 PM	0:05:20		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
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684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
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684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
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684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_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 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		Internal
684180964820			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Oct, 2025 02:38:53 PM	20 Oct, 2025 03:16:50 PM	17 Oct, 2025 09:26:17 PM	0:02:31		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
684180965533	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
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684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
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684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
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684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			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 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
684180965533			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Oct, 2025 04:29:50 PM	20 Oct, 2025 04:33:25 PM	17 Oct, 2025 09:28:55 PM	0:03:58		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112590640	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_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 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
683112590640			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Oct, 2025 04:20:25 PM	20 Oct, 2025 04:34:33 PM	08 Oct, 2025 01:35:00 PM	0:05:32		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
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684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
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684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181070475			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Oct, 2025 04:22:17 PM	20 Oct, 2025 04:38:12 PM	20 Oct, 2025 02:46:49 PM	0:03:29		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 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
684181064109	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
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684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_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 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181064109			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Oct, 2025 04:58:03 PM	20 Oct, 2025 05:14:21 PM	20 Oct, 2025 02:17:36 PM	0:03:44		Internal
684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
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684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181027775	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
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684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
684181027775			CTE_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 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
684181027775			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Oct, 2025 11:01:02 PM	20 Oct, 2025 05:43:51 PM	19 Oct, 2025 06:33:28 PM	0:04:04		Internal
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684181017650			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Oct, 2025 07:01:04 AM	20 Oct, 2025 05:54:39 PM	19 Oct, 2025 04:30:13 AM	0:07:34		Internal
684181017650			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Oct, 2025 07:01:04 AM	20 Oct, 2025 05:54:39 PM	19 Oct, 2025 04:30:13 AM	0:07:34		Internal
684181017650			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Oct, 2025 07:01:04 AM	20 Oct, 2025 05:54:39 PM	19 Oct, 2025 04:30:13 AM	0:07:34		Internal
684181017650			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Oct, 2025 07:01:04 AM	20 Oct, 2025 05:54:39 PM	19 Oct, 2025 04:30:13 AM	0:07:34		Internal
684181017650			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Oct, 2025 07:01:04 AM	20 Oct, 2025 05:54:39 PM	19 Oct, 2025 04:30:13 AM	0:07:34		Internal
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684181017650			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Oct, 2025 07:01:04 AM	20 Oct, 2025 05:54:39 PM	19 Oct, 2025 04:30:13 AM	0:07:34		Internal
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684181017650			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Oct, 2025 07:01:04 AM	20 Oct, 2025 05:54:39 PM	19 Oct, 2025 04:30:13 AM	0:07:34		Internal
684181017650			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Oct, 2025 07:01:04 AM	20 Oct, 2025 05:54:39 PM	19 Oct, 2025 04:30:13 AM	0:07:34		Internal
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684181017650			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Oct, 2025 07:01:04 AM	20 Oct, 2025 05:54:39 PM	19 Oct, 2025 04:30:13 AM	0:07:34		Internal
684181017650			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Oct, 2025 07:01:04 AM	20 Oct, 2025 05:54:39 PM	19 Oct, 2025 04:30:13 AM	0:07:34		Internal
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684181017650			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Oct, 2025 07:01:04 AM	20 Oct, 2025 05:54:39 PM	19 Oct, 2025 04:30:13 AM	0:07:34		Internal
684181017650			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Oct, 2025 07:01:04 AM	20 Oct, 2025 05:54:39 PM	19 Oct, 2025 04:30:13 AM	0:07:34		Internal
684181017650			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Oct, 2025 07:01:04 AM	20 Oct, 2025 05:54:39 PM	19 Oct, 2025 04:30:13 AM	0:07:34		Internal
683112639650			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Oct, 2025 05:37:27 PM	20 Oct, 2025 05:56:55 PM	08 Oct, 2025 05:16:47 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
683112639650	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	20 Oct, 2025 05:37:27 PM	20 Oct, 2025 05:56:55 PM	08 Oct, 2025 05:16:47 PM	0:03:25		Internal
683112639650			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Oct, 2025 05:37:27 PM	20 Oct, 2025 05:56:55 PM	08 Oct, 2025 05:16:47 PM	0:03:25		Internal
683112639650			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Oct, 2025 05:37:27 PM	20 Oct, 2025 05:56:55 PM	08 Oct, 2025 05:16:47 PM	0:03:25		Internal
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683112639650			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Oct, 2025 05:37:27 PM	20 Oct, 2025 05:56:55 PM	08 Oct, 2025 05:16:47 PM	0:03:25		Internal
683112639650			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Oct, 2025 05:37:27 PM	20 Oct, 2025 05:56:55 PM	08 Oct, 2025 05:16:47 PM	0:03:25		Internal
683112639650			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Oct, 2025 05:37:27 PM	20 Oct, 2025 05:56:55 PM	08 Oct, 2025 05:16:47 PM	0:03:25		Internal
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683112639650			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Oct, 2025 05:37:27 PM	20 Oct, 2025 05:56:55 PM	08 Oct, 2025 05:16:47 PM	0:03:25		Internal
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683112639650			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Oct, 2025 05:37:27 PM	20 Oct, 2025 05:56:55 PM	08 Oct, 2025 05:16:47 PM	0:03:25		Internal
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683112639650			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Oct, 2025 05:37:27 PM	20 Oct, 2025 05:56:55 PM	08 Oct, 2025 05:16:47 PM	0:03:25		Internal
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683112639650			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Oct, 2025 05:37:27 PM	20 Oct, 2025 05:56:55 PM	08 Oct, 2025 05:16:47 PM	0:03:25		Internal
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684181074842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Oct, 2025 06:12:30 PM	20 Oct, 2025 06:16:18 PM	20 Oct, 2025 02:57:39 PM	0:03:38		Internal
684181074842			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Oct, 2025 06:12:30 PM	20 Oct, 2025 06:16:18 PM	20 Oct, 2025 02:57:39 PM	0:03:38		Internal
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684181074842			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Oct, 2025 06:12:30 PM	20 Oct, 2025 06:16:18 PM	20 Oct, 2025 02:57:39 PM	0:03:38		Internal
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684181074842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	20 Oct, 2025 06:12:30 PM	20 Oct, 2025 06:16:18 PM	20 Oct, 2025 02:57:39 PM	0:03:38		Internal
684181074842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	20 Oct, 2025 06:12:30 PM	20 Oct, 2025 06:16:18 PM	20 Oct, 2025 02:57:39 PM	0:03:38		Internal
684181074842			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	20 Oct, 2025 06:12:30 PM	20 Oct, 2025 06:16:18 PM	20 Oct, 2025 02:57:39 PM	0:03:38		Internal
684181074842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	20 Oct, 2025 06:12:30 PM	20 Oct, 2025 06:16:18 PM	20 Oct, 2025 02:57:39 PM	0:03:38		Internal
684181074842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	20 Oct, 2025 06:12:30 PM	20 Oct, 2025 06:16:18 PM	20 Oct, 2025 02:57:39 PM	0:03:38		Internal
684181074842			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	20 Oct, 2025 06:12:30 PM	20 Oct, 2025 06:16:18 PM	20 Oct, 2025 02:57:39 PM	0:03:38		Internal
684181074842			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 Oct, 2025 06:12:30 PM	20 Oct, 2025 06:16:18 PM	20 Oct, 2025 02:57:39 PM	0:03:38		Internal
684181074842			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	20 Oct, 2025 06:12:30 PM	20 Oct, 2025 06:16:18 PM	20 Oct, 2025 02:57:39 PM	0:03:38		Internal
684181074842			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	20 Oct, 2025 06:12:30 PM	20 Oct, 2025 06:16:18 PM	20 Oct, 2025 02:57:39 PM	0:03:38		Internal
684181074842			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	20 Oct, 2025 06:12:30 PM	20 Oct, 2025 06:16:18 PM	20 Oct, 2025 02:57:39 PM	0:03:38		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_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 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180830661			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:26:13 PM	17 Oct, 2025 11:40:40 AM	0:03:19		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 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
684180680559	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
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684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180680559			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Oct, 2025 02:31:40 PM	20 Oct, 2025 06:57:27 PM	16 Oct, 2025 02:04:50 PM	0:03:31		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 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
684180791905	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
684180791905			CTE_Res_Billing		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Oct, 2025 07:04:45 PM	20 Oct, 2025 07:11:56 PM	16 Oct, 2025 09:30:36 PM	0:05:07		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
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683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
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683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_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 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
683113250251			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				13 Oct, 2025 09:31:31 PM	20 Oct, 2025 09:05:31 PM	13 Oct, 2025 09:00:27 PM	0:03:39		Internal
684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
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684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
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684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
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684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
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684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		Internal
684180848219			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed				17 Oct, 2025 11:32:47 PM	20 Oct, 2025 09:11:22 PM	17 Oct, 2025 02:03:09 PM	0:08:40		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
684180996899	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
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684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
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684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
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684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
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684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
684180996899			CTE_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 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
684180996899			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		18 Oct, 2025 02:31:34 PM	20 Oct, 2025 09:25:09 PM	18 Oct, 2025 01:57:07 PM	0:02:18		Internal
684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
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684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
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684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
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684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
684181019273			CTE_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 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
684181019273			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Oct, 2025 03:01:03 PM	20 Oct, 2025 09:38:25 PM	19 Oct, 2025 11:53:08 AM	0:02:05		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		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
684181161802	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
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684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_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 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684181161802			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Oct, 2025 11:36:17 AM	21 Oct, 2025 11:46:06 AM	20 Oct, 2025 07:05:49 PM	0:02:40		Internal
684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
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684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
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684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
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684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 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
684180670418	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180670418			CTE_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 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180670418			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Oct, 2025 12:08:30 PM	21 Oct, 2025 01:16:43 PM	16 Oct, 2025 01:06:41 PM	0:02:45		Internal
684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
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684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
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684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
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684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
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684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
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684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
684180907671			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Oct, 2025 01:32:11 PM	21 Oct, 2025 01:36:20 PM	17 Oct, 2025 06:06:40 PM	0:03:32		Internal
684181044547			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		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
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
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684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		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		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684181044547		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		1 Oct, 2025 01:39:15 PM	21 Oct, 2025 01:45:01 PM	20 Oct, 2025 12:36:22 PM	0:04:49		Internal
684180760618		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		1 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
684180760618		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		1 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
684180760618		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		1 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
684180760618		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		1 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
684180760618		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		1 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
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684180760618		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		1 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
684180760618		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		1 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
684180760618		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		1 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
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684180760618		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		1 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
684180760618		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		1 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
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684180760618		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		1 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
684180760618		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		1 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
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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
684180760618	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
684180760618			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
684180760618			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
684180760618			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
684180760618			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
684180760618			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
684180760618			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
684180760618			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Oct, 2025 01:48:28 PM	21 Oct, 2025 01:52:44 PM	16 Oct, 2025 07:51:52 PM	0:03:00		Internal
684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
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684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
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684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
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684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
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684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
684181240138			CTE_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 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal

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684181240138	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
684181240138			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Oct, 2025 01:34:31 PM	21 Oct, 2025 02:03:47 PM	21 Oct, 2025 12:43:30 PM	0:02:18		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
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684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			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 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181218136			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Oct, 2025 02:13:22 PM	21 Oct, 2025 02:54:53 PM	20 Oct, 2025 09:50:35 PM	0:02:20		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 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
684181264452	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
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684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_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 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181264452			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Oct, 2025 03:20:09 PM	21 Oct, 2025 03:44:09 PM	21 Oct, 2025 02:12:12 PM	0:03:33		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
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684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
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684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
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684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 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
684181274305	[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]	21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
684181274305			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Oct, 2025 03:53:44 PM	21 Oct, 2025 04:05:25 PM	21 Oct, 2025 03:25:45 PM	0:02:17		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
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683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
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683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
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683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
683113528448			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Oct, 2025 01:31:55 AM	21 Oct, 2025 04:07:26 PM	15 Oct, 2025 03:19:07 PM	0:05:05		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		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
684181037256	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_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 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181037256			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Oct, 2025 04:21:44 PM	21 Oct, 2025 04:24:51 PM	20 Oct, 2025 08:11:20 AM	0:03:25		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
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684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
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684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			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 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			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 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
684181180997			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Oct, 2025 04:47:29 PM	21 Oct, 2025 04:55:26 PM	20 Oct, 2025 08:15:26 PM	0:02:42		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
683112385796			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		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
68311238579	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
68311238579			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
68311238579			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
68311238579			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
68311238579			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
68311238579			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 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
68311238579			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
68311238579			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
68311238579			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		08 Oct, 2025 04:10:41 PM	21 Oct, 2025 06:04:11 PM	07 Oct, 2025 12:48:18 PM	0:03:57		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			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 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			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 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418132164			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Oct, 2025 06:09:16 PM	21 Oct, 2025 06:16:07 PM	21 Oct, 2025 05:28:49 PM	0:04:48		Internal
68418130998			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
68418130998			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
68418130998			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
68418130998			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
68418130998			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
68418130998			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
68418130998			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
68418130998			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
68418130998			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
68418130998			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
68418130998			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
68418130998			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
68418130998			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
68418130998			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 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
684181309982	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
684181309982			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
684181309982			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
684181309982			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
684181309982			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
684181309982			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
684181309982			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
684181309982			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
684181309982			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
684181309982			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
684181309982			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
684181309982			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Oct, 2025 06:46:45 PM	21 Oct, 2025 07:10:31 PM	21 Oct, 2025 05:44:19 PM	0:04:14		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 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
684181153766	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	21 Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		21 Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181153766			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Oct, 2025 07:11:32 PM	21 Oct, 2025 07:22:19 PM	20 Oct, 2025 06:50:23 PM	0:03:02		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			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 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181047844			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 07:27:27 PM	20 Oct, 2025 12:51:49 PM	0:07:47		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
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684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			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		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684181181599			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		20 Oct, 2025 09:31:39 PM	21 Oct, 2025 09:27:22 PM	20 Oct, 2025 07:56:36 PM	0:09:14		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 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
684180739556	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
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684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
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684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
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684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_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 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
684180739556			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Oct, 2025 07:53:10 PM	22 Oct, 2025 11:36:40 AM	16 Oct, 2025 06:22:44 PM	0:04:40		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683112586420	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	2 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		2 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		2 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		2 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		2 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		2 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		2 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		2 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		2 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		2 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		2 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
683112586420			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		2 Oct, 2025 11:57:40 AM	22 Oct, 2025 12:10:01 PM	08 Oct, 2025 01:56:38 PM	0:03:22		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181303171			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		2 Oct, 2025 12:15:50 PM	22 Oct, 2025 12:21:43 PM	21 Oct, 2025 05:21:16 PM	0:04:16		Internal
684181394620			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		2 Oct, 2025 12:45:35 PM	22 Oct, 2025 12:48:53 PM	22 Oct, 2025 01:11:57 AM	0:03:35		Internal
684181394620			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		2 Oct, 2025 12:45:35 PM	22 Oct, 2025 12:48:53 PM	22 Oct, 2025 01:11:57 AM	0:03:35		Internal
684181394620			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		2 Oct, 2025 12:45:35 PM	22 Oct, 2025 12:48:53 PM	22 Oct, 2025 01:11:57 AM	0:03:35		Internal
684181394620			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		2 Oct, 2025 12:45:35 PM	22 Oct, 2025 12:48:53 PM	22 Oct, 2025 01:11:57 AM	0:03:35		Internal
684181394620			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		2 Oct, 2025 12:45:35 PM	22 Oct, 2025 12:48:53 PM	22 Oct, 2025 01:11:57 AM	0:03:35		Internal
684181394620			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		2 Oct, 2025 12:45:35 PM	22 Oct, 2025 12:48:53 PM	22 Oct, 2025 01:11:57 AM	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
684181394620	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	22 Oct, 2025 12:45:35 PM	22 Oct, 2025 12:48:53 PM	22 Oct, 2025 01:11:57 AM	0:03:35		Internal
684181394620			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 12:45:35 PM	22 Oct, 2025 12:48:53 PM	22 Oct, 2025 01:11:57 AM	0:03:35		Internal
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684181394620			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 12:45:35 PM	22 Oct, 2025 12:48:53 PM	22 Oct, 2025 01:11:57 AM	0:03:35		Internal
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684181394620			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 12:45:35 PM	22 Oct, 2025 12:48:53 PM	22 Oct, 2025 01:11:57 AM	0:03:35		Internal
684181394620			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 12:45:35 PM	22 Oct, 2025 12:48:53 PM	22 Oct, 2025 01:11:57 AM	0:03:35		Internal
684181394620			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 12:45:35 PM	22 Oct, 2025 12:48:53 PM	22 Oct, 2025 01:11:57 AM	0:03:35		Internal
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684181394620			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 12:45:35 PM	22 Oct, 2025 12:48:53 PM	22 Oct, 2025 01:11:57 AM	0:03:35		Internal
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684181394620			CTE_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 Oct, 2025 12:45:35 PM	22 Oct, 2025 12:48:53 PM	22 Oct, 2025 01:11:57 AM	0:03:35		Internal
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684181394620			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 12:45:35 PM	22 Oct, 2025 12:48:53 PM	22 Oct, 2025 01:11:57 AM	0:03:35		Internal
684181394620			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 12:45:35 PM	22 Oct, 2025 12:48:53 PM	22 Oct, 2025 01:11:57 AM	0:03:35		Internal
684181269243			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 12:47:21 PM	22 Oct, 2025 01:01:03 PM	21 Oct, 2025 03:01:40 PM	0:06:36		Internal
684181269243			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 12:47:21 PM	22 Oct, 2025 01:01:03 PM	21 Oct, 2025 03:01:40 PM	0:06:36		Internal
684181269243			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 12:47:21 PM	22 Oct, 2025 01:01:03 PM	21 Oct, 2025 03:01:40 PM	0:06:36		Internal
684181269243			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 12:47:21 PM	22 Oct, 2025 01:01:03 PM	21 Oct, 2025 03:01:40 PM	0:06:36		Internal
684181269243			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 12:47:21 PM	22 Oct, 2025 01:01:03 PM	21 Oct, 2025 03:01:40 PM	0:06:36		Internal
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684181269243			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 12:47:21 PM	22 Oct, 2025 01:01:03 PM	21 Oct, 2025 03:01:40 PM	0:06:36		Internal
684181269243			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 12:47:21 PM	22 Oct, 2025 01:01:03 PM	21 Oct, 2025 03:01:40 PM	0:06:36		Internal
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684181269243			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 12:47:21 PM	22 Oct, 2025 01:01:03 PM	21 Oct, 2025 03:01:40 PM	0:06:36		Internal
684181269243			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 12:47:21 PM	22 Oct, 2025 01:01:03 PM	21 Oct, 2025 03:01:40 PM	0:06:36		Internal
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684181269243	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	22 Oct, 2025 12:47:21 PM	22 Oct, 2025 01:01:03 PM	21 Oct, 2025 03:01:40 PM	0:06:36		Internal
684181269243			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 12:47:21 PM	22 Oct, 2025 01:01:03 PM	21 Oct, 2025 03:01:40 PM	0:06:36		Internal
684181269243			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 12:47:21 PM	22 Oct, 2025 01:01:03 PM	21 Oct, 2025 03:01:40 PM	0:06:36		Internal
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684181269243			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 12:47:21 PM	22 Oct, 2025 01:01:03 PM	21 Oct, 2025 03:01:40 PM	0:06:36		Internal
684181269243			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 12:47:21 PM	22 Oct, 2025 01:01:03 PM	21 Oct, 2025 03:01:40 PM	0:06:36		Internal
684181206940			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 01:01:01 PM	22 Oct, 2025 01:05:38 PM	20 Oct, 2025 09:01:00 PM	0:03:57		Internal
684181206940			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 01:01:01 PM	22 Oct, 2025 01:05:38 PM	20 Oct, 2025 09:01:00 PM	0:03:57		Internal
684181206940			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 01:01:01 PM	22 Oct, 2025 01:05:38 PM	20 Oct, 2025 09:01:00 PM	0:03:57		Internal
684181206940			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 01:01:01 PM	22 Oct, 2025 01:05:38 PM	20 Oct, 2025 09:01:00 PM	0:03:57		Internal
684181206940			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbo		22 Oct, 2025 01:01:01 PM	22 Oct, 2025 01:05:38 PM	20 Oct, 2025 09:01:00 PM	0:03:57		Internal
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684181206940			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 01:01:01 PM	22 Oct, 2025 01:05:38 PM	20 Oct, 2025 09:01:00 PM	0:03:57		Internal
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684181206940			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 01:01:01 PM	22 Oct, 2025 01:05:38 PM	20 Oct, 2025 09:01:00 PM	0:03:57		Internal
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684181206940			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 01:01:01 PM	22 Oct, 2025 01:05:38 PM	20 Oct, 2025 09:01:00 PM	0:03:57		Internal
684181206940			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 01:01:01 PM	22 Oct, 2025 01:05:38 PM	20 Oct, 2025 09:01:00 PM	0:03:57		Internal
684181206940			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 01:01:01 PM	22 Oct, 2025 01:05:38 PM	20 Oct, 2025 09:01:00 PM	0:03:57		Internal
684181206940			CTE_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 Oct, 2025 01:01:01 PM	22 Oct, 2025 01:05:38 PM	20 Oct, 2025 09:01:00 PM	0:03:57		Internal
684181206940			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 01:01:01 PM	22 Oct, 2025 01:05:38 PM	20 Oct, 2025 09:01:00 PM	0:03:57		Internal
684181206940			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 01:01:01 PM	22 Oct, 2025 01:05:38 PM	20 Oct, 2025 09:01:00 PM	0:03:57		Internal
684181206940			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 01:01:01 PM	22 Oct, 2025 01:05:38 PM	20 Oct, 2025 09:01:00 PM	0:03:57		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 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
683112614025	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			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 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
683112614025			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 01:06:08 PM	22 Oct, 2025 01:10:43 PM	08 Oct, 2025 03:32:11 PM	0:03:51		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 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
684181217122	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_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 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684181217122			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 10:01:29 AM	22 Oct, 2025 01:59:04 PM	20 Oct, 2025 09:51:03 PM	0:04:15		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			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		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684180891351			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 01:10:51 PM	22 Oct, 2025 02:06:55 PM	17 Oct, 2025 04:01:37 PM	0:03:19		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181394401	[redacted]		CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
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684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
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684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
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684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_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 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181394401			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 02:15:33 PM	22 Oct, 2025 02:18:44 PM	22 Oct, 2025 01:06:27 AM	0:03:25		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
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684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
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684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal

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684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			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 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181372390			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 02:27:18 PM	22 Oct, 2025 02:30:46 PM	21 Oct, 2025 09:06:14 PM	0:03:01		Internal
684181305367			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 10:01:44 PM	22 Oct, 2025 02:54:53 PM	21 Oct, 2025 04:44:34 PM	0:09:24		Internal
684181305367			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 10:01:44 PM	22 Oct, 2025 02:54:53 PM	21 Oct, 2025 04:44:34 PM	0:09:24		Internal
684181305367			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 10:01:44 PM	22 Oct, 2025 02:54:53 PM	21 Oct, 2025 04:44:34 PM	0:09:24		Internal
684181305367			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 10:01:44 PM	22 Oct, 2025 02:54:53 PM	21 Oct, 2025 04:44:34 PM	0:09:24		Internal
684181305367			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 10:01:44 PM	22 Oct, 2025 02:54:53 PM	21 Oct, 2025 04:44:34 PM	0:09:24		Internal
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684181305367			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Oct, 2025 10:01:44 PM	22 Oct, 2025 02:54:53 PM	21 Oct, 2025 04:44:34 PM	0:09:24		Internal
684181305367			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Oct, 2025 10:01:44 PM	22 Oct, 2025 02:54:53 PM	21 Oct, 2025 04:44:34 PM	0:09:24		Internal
684181305367			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Oct, 2025 10:01:44 PM	22 Oct, 2025 02:54:53 PM	21 Oct, 2025 04:44:34 PM	0:09:24		Internal
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684181305367			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Oct, 2025 10:01:44 PM	22 Oct, 2025 02:54:53 PM	21 Oct, 2025 04:44:34 PM	0:09:24		Internal
684181305367			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Oct, 2025 10:01:44 PM	22 Oct, 2025 02:54:53 PM	21 Oct, 2025 04:44:34 PM	0:09:24		Internal
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684181305367			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Oct, 2025 10:01:44 PM	22 Oct, 2025 02:54:53 PM	21 Oct, 2025 04:44:34 PM	0:09:24		Internal
684181305367			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Oct, 2025 10:01:44 PM	22 Oct, 2025 02:54:53 PM	21 Oct, 2025 04:44:34 PM	0:09:24		Internal
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684181305367			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Oct, 2025 10:01:44 PM	22 Oct, 2025 02:54:53 PM	21 Oct, 2025 04:44:34 PM	0:09:24		Internal
684181305367			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Oct, 2025 10:01:44 PM	22 Oct, 2025 02:54:53 PM	21 Oct, 2025 04:44:34 PM	0:09:24		Internal
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684181305367			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		21 Oct, 2025 10:01:44 PM	22 Oct, 2025 02:54:53 PM	21 Oct, 2025 04:44:34 PM	0:09:24		Internal
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684181305367			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Oct, 2025 10:01:44 PM	22 Oct, 2025 02:54:53 PM	21 Oct, 2025 04:44:34 PM	0:09:24		Internal
683112111095			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 02:55:24 PM	22 Oct, 2025 03:10:22 PM	03 Oct, 2025 10:11:01 PM	0:04:33		Internal
683112111095			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 02:55:24 PM	22 Oct, 2025 03:10:22 PM	03 Oct, 2025 10:11:01 PM	0:04:33		Internal
683112111095			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 02:55:24 PM	22 Oct, 2025 03:10:22 PM	03 Oct, 2025 10:11:01 PM	0:04:33		Internal
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683112111095			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 02:55:24 PM	22 Oct, 2025 03:10:22 PM	03 Oct, 2025 10:11:01 PM	0:04:33		Internal
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683112111095			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 02:55:24 PM	22 Oct, 2025 03:10:22 PM	03 Oct, 2025 10:11:01 PM	0:04:33		Internal
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683112111095			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 02:55:24 PM	22 Oct, 2025 03:10:22 PM	03 Oct, 2025 10:11:01 PM	0:04:33		Internal
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683112111095			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 02:55:24 PM	22 Oct, 2025 03:10:22 PM	03 Oct, 2025 10:11:01 PM	0:04:33		Internal
683112111095			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Oct, 2025 02:55:24 PM	22 Oct, 2025 03:10:22 PM	03 Oct, 2025 10:11:01 PM	0:04:33		Internal
683112111095			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Oct, 2025 02:55:24 PM	22 Oct, 2025 03:10:22 PM	03 Oct, 2025 10:11:01 PM	0:04:33		Internal
683112111095			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 02:55:24 PM	22 Oct, 2025 03:10:22 PM	03 Oct, 2025 10:11:01 PM	0:04:33		Internal
683112111095			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 02:55:24 PM	22 Oct, 2025 03:10:22 PM	03 Oct, 2025 10:11:01 PM	0:04:33		Internal
683112111095			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 02:55:24 PM	22 Oct, 2025 03:10:22 PM	03 Oct, 2025 10:11:01 PM	0:04:33		Internal
683112111095			CTE_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 Oct, 2025 02:55:24 PM	22 Oct, 2025 03:10:22 PM	03 Oct, 2025 10:11:01 PM	0:04:33		Internal
683112111095			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 02:55:24 PM	22 Oct, 2025 03:10:22 PM	03 Oct, 2025 10:11:01 PM	0:04:33		Internal
683112111095			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 02:55:24 PM	22 Oct, 2025 03:10:22 PM	03 Oct, 2025 10:11:01 PM	0:04:33		Internal
683112111095			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 02:55:24 PM	22 Oct, 2025 03:10:22 PM	03 Oct, 2025 10:11:01 PM	0:04:33		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181190358			CTE_Res_Default		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 03:14:35 PM	22 Oct, 2025 03:16:59 PM	20 Oct, 2025 08:24:21 PM	0:05:10		Internal
684181219885			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal

Master Contact	[redacted]	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question Typ	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_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 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181219885		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Oct, 2025 10:01:43 PM	22 Oct, 2025 03:50:06 PM	20 Oct, 2025 10:07:49 PM	0:02:59		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal

Master Contact	[redacted]	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
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		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 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181306792		CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 03:56:47 PM	22 Oct, 2025 04:07:13 PM	21 Oct, 2025 05:36:02 PM	0:03:17		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		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 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181217454		CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:07:18 PM	20 Oct, 2025 10:11:02 PM	0:07:27		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181312472	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472			CTE_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 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181312472			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 04:12:36 PM	22 Oct, 2025 04:26:46 PM	21 Oct, 2025 05:50:46 PM	0:03:56		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			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 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
684181050716			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 03:32:26 AM	22 Oct, 2025 04:28:53 PM	20 Oct, 2025 01:13:16 PM	0:02:12		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
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683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 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
683113296083	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
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683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
683113296083			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		14 Oct, 2025 03:00:54 PM	22 Oct, 2025 04:49:43 PM	14 Oct, 2025 02:05:50 PM	0:02:37		Internal
684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
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684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
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684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
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684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
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684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
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684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
684181376644			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 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
684181376644			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 04:53:09 PM	22 Oct, 2025 04:57:16 PM	21 Oct, 2025 09:22:35 PM	0:04:33		Internal
684181182135			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 04:45:37 PM	22 Oct, 2025 05:11:08 PM	20 Oct, 2025 07:35:18 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
684181182135	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	22 Oct, 2025 04:45:37 PM	22 Oct, 2025 05:11:08 PM	20 Oct, 2025 07:35:18 PM	0:02:36		Internal
684181182135			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 04:45:37 PM	22 Oct, 2025 05:11:08 PM	20 Oct, 2025 07:35:18 PM	0:02:36		Internal
684181182135			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 04:45:37 PM	22 Oct, 2025 05:11:08 PM	20 Oct, 2025 07:35:18 PM	0:02:36		Internal
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684181182135			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 04:45:37 PM	22 Oct, 2025 05:11:08 PM	20 Oct, 2025 07:35:18 PM	0:02:36		Internal
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684181182135			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 04:45:37 PM	22 Oct, 2025 05:11:08 PM	20 Oct, 2025 07:35:18 PM	0:02:36		Internal
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684181182135			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 04:45:37 PM	22 Oct, 2025 05:11:08 PM	20 Oct, 2025 07:35:18 PM	0:02:36		Internal
684181182135			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 04:45:37 PM	22 Oct, 2025 05:11:08 PM	20 Oct, 2025 07:35:18 PM	0:02:36		Internal
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684181182135			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 04:45:37 PM	22 Oct, 2025 05:11:08 PM	20 Oct, 2025 07:35:18 PM	0:02:36		Internal
684181182135			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 04:45:37 PM	22 Oct, 2025 05:11:08 PM	20 Oct, 2025 07:35:18 PM	0:02:36		Internal
684181182135			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 04:45:37 PM	22 Oct, 2025 05:11:08 PM	20 Oct, 2025 07:35:18 PM	0:02:36		Internal
684181182135			CTE_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 Oct, 2025 04:45:37 PM	22 Oct, 2025 05:11:08 PM	20 Oct, 2025 07:35:18 PM	0:02:36		Internal
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684181182135			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 04:45:37 PM	22 Oct, 2025 05:11:08 PM	20 Oct, 2025 07:35:18 PM	0:02:36		Internal
684181182135			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 04:45:37 PM	22 Oct, 2025 05:11:08 PM	20 Oct, 2025 07:35:18 PM	0:02:36		Internal
684181216262			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 05:21:23 PM	22 Oct, 2025 05:27:10 PM	20 Oct, 2025 09:45:42 PM	0:03:02		Internal
684181216262			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 05:21:23 PM	22 Oct, 2025 05:27:10 PM	20 Oct, 2025 09:45:42 PM	0:03:02		Internal
684181216262			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 05:21:23 PM	22 Oct, 2025 05:27:10 PM	20 Oct, 2025 09:45:42 PM	0:03:02		Internal
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684181216262			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 05:21:23 PM	22 Oct, 2025 05:27:10 PM	20 Oct, 2025 09:45:42 PM	0:03:02		Internal
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684181216262			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 05:21:23 PM	22 Oct, 2025 05:27:10 PM	20 Oct, 2025 09:45:42 PM	0:03:02		Internal
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684181216262			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Oct, 2025 05:21:23 PM	22 Oct, 2025 05:27:10 PM	20 Oct, 2025 09:45:42 PM	0:03:02		Internal
684181216262			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 05:21:23 PM	22 Oct, 2025 05:27:10 PM	20 Oct, 2025 09:45:42 PM	0:03:02		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
684181216262		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 05:21:23 PM	22 Oct, 2025 05:27:10 PM	20 Oct, 2025 09:45:42 PM	0:03:02		Internal
684181216262		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Oct, 2025 05:21:23 PM	22 Oct, 2025 05:27:10 PM	20 Oct, 2025 09:45:42 PM	0:03:02		Internal
684181216262		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 05:21:23 PM	22 Oct, 2025 05:27:10 PM	20 Oct, 2025 09:45:42 PM	0:03:02		Internal
684181216262		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 05:21:23 PM	22 Oct, 2025 05:27:10 PM	20 Oct, 2025 09:45:42 PM	0:03:02		Internal
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684181216262		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 05:21:23 PM	22 Oct, 2025 05:27:10 PM	20 Oct, 2025 09:45:42 PM	0:03:02		Internal
684181216262		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 05:21:23 PM	22 Oct, 2025 05:27:10 PM	20 Oct, 2025 09:45:42 PM	0:03:02		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872		CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 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
684181309872	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872			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 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181309872			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 05:44:06 PM	22 Oct, 2025 05:47:15 PM	21 Oct, 2025 05:44:02 PM	0:03:24		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			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 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			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 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181451708			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 05:42:51 PM	22 Oct, 2025 06:04:36 PM	22 Oct, 2025 03:43:06 PM	0:05:16		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 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
684181458588	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_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 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
684181458588			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 05:53:06 PM	22 Oct, 2025 06:10:06 PM	22 Oct, 2025 04:43:22 PM	0:03:57		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 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
683111761543	[redacted]		CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_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 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
683111761543			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 06:39:51 PM	22 Oct, 2025 06:48:22 PM	02 Oct, 2025 12:04:28 PM	0:03:32		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
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684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
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684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
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684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_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 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684181395328			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 06:57:12 PM	22 Oct, 2025 07:04:01 PM	22 Oct, 2025 01:34:01 AM	0:03:04		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		2 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		2 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal

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684180955901	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
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684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
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684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
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684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			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 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684180955901			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 06:59:58 PM	22 Oct, 2025 07:06:22 PM	17 Oct, 2025 09:04:01 PM	0:03:10		Internal
684181194042			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
684181194042			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
684181194042			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
684181194042			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
684181194042			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
684181194042			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
684181194042			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
684181194042			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
684181194042			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
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684181194042			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
684181194042			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
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68418119404	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
68418119404			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
68418119404			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
68418119404			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
68418119404			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
68418119404			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
68418119404			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
68418119404			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
68418119404			CTE_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 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
68418119404			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
68418119404			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
68418119404			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		22 Oct, 2025 07:12:27 PM	22 Oct, 2025 07:26:23 PM	20 Oct, 2025 08:16:27 PM	0:04:18		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
68418140503			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal

Master Contact	[redacted]	Skill	[redacted]	Form Name	Section Title	Question Title	Question Number	Question T	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181405032		CTE_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 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
684181405032		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
684181405032		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
684181405032		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Oct, 2025 11:48:18 AM	23 Oct, 2025 11:56:26 AM	22 Oct, 2025 12:24:50 PM	0:05:40		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_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 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181229440		CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Oct, 2025 12:37:53 PM	23 Oct, 2025 12:46:07 PM	21 Oct, 2025 02:06:06 AM	0:02:59		Internal
684181466385		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385		CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385		CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		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
684181466385	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385			CTE_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 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181466385			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	23 Oct, 2025 12:46:18 PM	23 Oct, 2025 12:53:55 PM	22 Oct, 2025 04:29:08 PM	0:05:31		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181059114			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	21 Oct, 2025 02:01:39 PM	23 Oct, 2025 01:03:13 PM	20 Oct, 2025 01:55:46 PM	0:03:50		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		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
684181401925	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_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 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181401925			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Oct, 2025 02:30:26 PM	23 Oct, 2025 02:34:06 PM	22 Oct, 2025 12:03:53 PM	0:03:36		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
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684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181545818	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_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 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181545818			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Oct, 2025 01:57:24 PM	23 Oct, 2025 02:41:08 PM	22 Oct, 2025 09:40:54 PM	0:06:39		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
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684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
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684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		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
684181360037	[redacted]		CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_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 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684181360037			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Oct, 2025 03:27:40 PM	23 Oct, 2025 03:58:58 PM	21 Oct, 2025 08:32:23 PM	0:05:45		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684180967456			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Oct, 2025 04:19:05 PM	23 Oct, 2025 04:22:22 PM	17 Oct, 2025 09:36:01 PM	0:03:12		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
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684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		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
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
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684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181586583			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Oct, 2025 03:33:31 PM	23 Oct, 2025 04:46:59 PM	23 Oct, 2025 02:08:33 PM	0:03:05		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
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684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
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684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
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684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			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 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181293762			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Oct, 2025 04:12:46 PM	23 Oct, 2025 04:48:23 PM	21 Oct, 2025 04:48:21 PM	0:03:45		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181598932	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			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 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181598932			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Oct, 2025 04:58:17 PM	23 Oct, 2025 05:03:19 PM	23 Oct, 2025 02:58:15 PM	0:03:14		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
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684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
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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
684181550821	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
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684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
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684181550821			CTE_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 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181550821			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	23 Oct, 2025 04:54:26 PM	23 Oct, 2025 05:06:03 PM	22 Oct, 2025 09:55:15 PM	0:02:21		Internal
684181521108			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	23 Oct, 2025 05:17:39 PM	23 Oct, 2025 06:02:53 PM	22 Oct, 2025 08:31:09 PM	0:03:50		Internal
684181521108			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	23 Oct, 2025 05:17:39 PM	23 Oct, 2025 06:02:53 PM	22 Oct, 2025 08:31:09 PM	0:03:50		Internal
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684181521108			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	23 Oct, 2025 05:17:39 PM	23 Oct, 2025 06:02:53 PM	22 Oct, 2025 08:31:09 PM	0:03:50		Internal
684181521108			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	23 Oct, 2025 05:17:39 PM	23 Oct, 2025 06:02:53 PM	22 Oct, 2025 08:31:09 PM	0:03:50		Internal
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684181521108			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	23 Oct, 2025 05:17:39 PM	23 Oct, 2025 06:02:53 PM	22 Oct, 2025 08:31:09 PM	0:03:50		Internal
684181521108			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	23 Oct, 2025 05:17:39 PM	23 Oct, 2025 06:02:53 PM	22 Oct, 2025 08:31:09 PM	0:03:50		Internal
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684181521108			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	23 Oct, 2025 05:17:39 PM	23 Oct, 2025 06:02:53 PM	22 Oct, 2025 08:31:09 PM	0:03:50		Internal
684181521108			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	23 Oct, 2025 05:17:39 PM	23 Oct, 2025 06:02:53 PM	22 Oct, 2025 08:31:09 PM	0:03:50		Internal
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684181521108			CTE_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 Oct, 2025 05:17:39 PM	23 Oct, 2025 06:02:53 PM	22 Oct, 2025 08:31:09 PM	0:03:50		Internal
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684181521108			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	23 Oct, 2025 05:17:39 PM	23 Oct, 2025 06:02:53 PM	22 Oct, 2025 08:31:09 PM	0:03:50		Internal
684181521108			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	23 Oct, 2025 05:17:39 PM	23 Oct, 2025 06:02:53 PM	22 Oct, 2025 08:31:09 PM	0:03:50		Internal
684181624289			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	23 Oct, 2025 06:12:59 PM	23 Oct, 2025 06:19:47 PM	23 Oct, 2025 04:37:47 PM	0:04:32		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181624289	[redacted]	[redacted]	CTE_Veg_MGT_Hotline	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	23 Oct, 2025 06:12:59 PM	23 Oct, 2025 06:19:47 PM	23 Oct, 2025 04:37:47 PM	0:04:32		Internal
684181624289			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Oct, 2025 06:12:59 PM	23 Oct, 2025 06:19:47 PM	23 Oct, 2025 04:37:47 PM	0:04:32		Internal
684181624289			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 06:12:59 PM	23 Oct, 2025 06:19:47 PM	23 Oct, 2025 04:37:47 PM	0:04:32		Internal
684181624289			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Oct, 2025 06:12:59 PM	23 Oct, 2025 06:19:47 PM	23 Oct, 2025 04:37:47 PM	0:04:32		Internal
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684181624289			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 06:12:59 PM	23 Oct, 2025 06:19:47 PM	23 Oct, 2025 04:37:47 PM	0:04:32		Internal
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684181624289			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Oct, 2025 06:12:59 PM	23 Oct, 2025 06:19:47 PM	23 Oct, 2025 04:37:47 PM	0:04:32		Internal
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684181624289			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Oct, 2025 06:12:59 PM	23 Oct, 2025 06:19:47 PM	23 Oct, 2025 04:37:47 PM	0:04:32		Internal
684181624289			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Oct, 2025 06:12:59 PM	23 Oct, 2025 06:19:47 PM	23 Oct, 2025 04:37:47 PM	0:04:32		Internal
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684181624289			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Oct, 2025 06:12:59 PM	23 Oct, 2025 06:19:47 PM	23 Oct, 2025 04:37:47 PM	0:04:32		Internal
684181624289			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Oct, 2025 06:12:59 PM	23 Oct, 2025 06:19:47 PM	23 Oct, 2025 04:37:47 PM	0:04:32		Internal
684181624289			CTE_Veg_MGT_Hotline		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Oct, 2025 06:12:59 PM	23 Oct, 2025 06:19:47 PM	23 Oct, 2025 04:37:47 PM	0:04:32		Internal
684181399536			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal

Master Contact		Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181399536		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
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684181399536		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
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684181399536		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536		CTE_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 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181399536		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Oct, 2025 06:47:47 PM	23 Oct, 2025 06:54:04 PM	22 Oct, 2025 11:03:31 AM	0:03:55		Internal
684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
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684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884		CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181445884	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884			CTE_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 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181445884			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Oct, 2025 06:45:51 PM	23 Oct, 2025 07:10:00 PM	22 Oct, 2025 03:48:27 PM	0:03:38		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
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684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
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684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
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684181648018			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 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181648018			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Oct, 2025 07:13:31 PM	23 Oct, 2025 07:20:08 PM	23 Oct, 2025 06:08:51 PM	0:02:54		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	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
684181394849	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
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684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_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 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
684181394849			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Oct, 2025 12:31:36 PM	23 Oct, 2025 08:40:46 PM	22 Oct, 2025 01:21:32 AM	0:05:40		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
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683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			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 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
683112520725			CTE_Res_FT		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Oct, 2025 07:01:22 PM	23 Oct, 2025 09:48:56 PM	07 Oct, 2025 09:08:51 PM	0:03:11		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
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684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
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684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181621582	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
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684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_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 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181621582			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Oct, 2025 10:53:14 AM	24 Oct, 2025 11:04:50 AM	23 Oct, 2025 03:50:30 PM	0:03:55		Internal
684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
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684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
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684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
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684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
684181588495			CTE_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 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 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
684181588495	[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]	24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
684181588495			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Oct, 2025 11:22:49 AM	24 Oct, 2025 11:50:40 AM	23 Oct, 2025 02:13:11 PM	0:03:59		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			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		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
683112508836			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Oct, 2025 12:06:23 PM	24 Oct, 2025 01:45:24 PM	07 Oct, 2025 06:59:40 PM	0:02:44		Internal
684181733554			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
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684181733554			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		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
684181733554	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554		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 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554		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 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181733554		CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Oct, 2025 01:31:07 PM	24 Oct, 2025 01:59:16 PM	24 Oct, 2025 12:27:39 PM	0:06:08		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
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684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
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684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
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684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
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684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181428128		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Oct, 2025 02:19:45 PM	24 Oct, 2025 02:25:39 PM	22 Oct, 2025 02:38:07 PM	0:04:18		Internal
684181749323		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
684181749323		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
684181749323		CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
684181749323		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
684181749323		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
684181749323		CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 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
684181749323	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
684181749323			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
684181749323			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
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684181749323			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
684181749323			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
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684181749323			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
684181749323			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
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684181749323			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
684181749323			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
684181749323			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
684181749323			CTE_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 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
684181749323			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
684181749323			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
684181749323			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Oct, 2025 02:54:38 PM	24 Oct, 2025 03:11:47 PM	24 Oct, 2025 02:07:12 PM	0:02:13		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
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684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
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684181769212	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
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684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_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 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
684181769212			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Oct, 2025 03:25:08 PM	24 Oct, 2025 04:08:10 PM	24 Oct, 2025 02:44:09 PM	0:04:34		Internal
683112585697			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
683112585697			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
683112585697			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
683112585697			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
683112585697			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
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683112585697			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
683112585697			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
683112585697			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
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683112585697			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
683112585697			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
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683112585697			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
683112585697			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
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683112585697			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
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68311258569	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
68311258569			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
68311258569			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
68311258569			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
68311258569			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	24 Oct, 2025 04:22:57 PM	24 Oct, 2025 04:39:50 PM	08 Oct, 2025 01:53:57 PM	0:05:15		Internal
68418165360			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	24 Oct, 2025 04:56:23 PM	24 Oct, 2025 05:05:52 PM	23 Oct, 2025 06:35:18 PM	0:04:40		Internal
68418165360			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	24 Oct, 2025 04:56:23 PM	24 Oct, 2025 05:05:52 PM	23 Oct, 2025 06:35:18 PM	0:04:40		Internal
68418165360			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	24 Oct, 2025 04:56:23 PM	24 Oct, 2025 05:05:52 PM	23 Oct, 2025 06:35:18 PM	0:04:40		Internal
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68418165360			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	24 Oct, 2025 04:56:23 PM	24 Oct, 2025 05:05:52 PM	23 Oct, 2025 06:35:18 PM	0:04:40		Internal
68418165360			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	24 Oct, 2025 04:56:23 PM	24 Oct, 2025 05:05:52 PM	23 Oct, 2025 06:35:18 PM	0:04:40		Internal
68418165360			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	24 Oct, 2025 04:56:23 PM	24 Oct, 2025 05:05:52 PM	23 Oct, 2025 06:35:18 PM	0:04:40		Internal
68418165360			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	24 Oct, 2025 04:56:23 PM	24 Oct, 2025 05:05:52 PM	23 Oct, 2025 06:35:18 PM	0:04:40		Internal
68418165360			CTE_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 Oct, 2025 04:56:23 PM	24 Oct, 2025 05:05:52 PM	23 Oct, 2025 06:35:18 PM	0:04:40		Internal
68418165360			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	24 Oct, 2025 04:56:23 PM	24 Oct, 2025 05:05:52 PM	23 Oct, 2025 06:35:18 PM	0:04:40		Internal
68418165360			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	24 Oct, 2025 04:56:23 PM	24 Oct, 2025 05:05:52 PM	23 Oct, 2025 06:35:18 PM	0:04:40		Internal
68418165360			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	24 Oct, 2025 04:56:23 PM	24 Oct, 2025 05:05:52 PM	23 Oct, 2025 06:35:18 PM	0:04:40		Internal
68418178495			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
68418178495			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
68418178495			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
68418178495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
68418178495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
68418178495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
68418178495			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
68418178495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
68418178495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
68418178495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
68418178495			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
68418178495			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
68418178495			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181784959	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
684181784959			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
684181784959			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
684181784959			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
684181784959			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
684181784959			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
684181784959			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
684181784959			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
684181784959			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
684181784959			CTE_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 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
684181784959			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
684181784959			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
684181784959			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Oct, 2025 05:55:12 PM	24 Oct, 2025 06:02:30 PM	24 Oct, 2025 04:39:51 PM	0:02:19		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_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 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684181683218			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Oct, 2025 07:05:25 PM	24 Oct, 2025 07:10:21 PM	23 Oct, 2025 08:15:02 PM	0:03:58		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 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
684180790931	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_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 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684180790931			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		17 Oct, 2025 05:31:46 AM	24 Oct, 2025 07:15:12 PM	16 Oct, 2025 08:19:06 PM	0:03:54		Internal
684181795722			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
684181795722			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
684181795722			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
684181795722			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
684181795722			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
684181795722			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
684181795722			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
684181795722			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
684181795722			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
684181795722			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
684181795722			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
684181795722			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
684181795722			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
684181795722			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
684181795722			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
684181795722			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal

Master Conta	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
68418179572	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
68418179572	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
68418179572	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
68418179572	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
68418179572	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
68418179572	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
68418179572	CTE_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 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
68418179572	CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
68418179572	CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
68418179572	CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Oct, 2025 06:25:19 PM	24 Oct, 2025 07:20:37 PM	24 Oct, 2025 05:21:56 PM	0:04:55		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	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 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418171702	CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Oct, 2025 04:01:55 PM	24 Oct, 2025 07:26:55 PM	23 Oct, 2025 10:06:59 PM	0:02:56		Internal
68418181618	CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
68418181618	CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
68418181618	CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
68418181618	CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
68418181618	CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
68418181618	CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
68418181618	CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 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
684181816180	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
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684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181816180			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Oct, 2025 08:37:09 PM	24 Oct, 2025 08:47:10 PM	24 Oct, 2025 06:45:50 PM	0:03:34		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_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 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
684181173262			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181173262	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	21 Oct, 2025 02:01:38 PM	24 Oct, 2025 09:05:38 PM	20 Oct, 2025 07:08:59 PM	0:03:43		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
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683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
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683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			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 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
683112363596			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		25 Oct, 2025 08:13:19 PM	25 Oct, 2025 08:21:13 PM	06 Oct, 2025 09:59:31 PM	0:04:08		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
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684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
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684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		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
684181094502	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			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 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181094502			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	25 Oct, 2025 08:36:04 PM	25 Oct, 2025 08:45:17 PM	20 Oct, 2025 03:06:43 PM	0:04:10		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
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684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
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684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
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684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_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 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181923811			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	26 Oct, 2025 09:01:00 PM	27 Oct, 2025 01:44:39 PM	26 Oct, 2025 02:41:55 PM	0:02:39		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 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
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
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684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
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684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			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 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181925147			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 01:43:17 PM	27 Oct, 2025 01:45:28 PM	26 Oct, 2025 03:41:23 PM	0:02:54		Internal
684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
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684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
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684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
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684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
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684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
684181950807			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 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
684181950807			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181950807	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	27 Oct, 2025 02:24:48 PM	27 Oct, 2025 02:29:08 PM	27 Oct, 2025 01:20:29 PM	0:03:55		Internal
684181951766			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 02:20:33 PM	27 Oct, 2025 02:36:41 PM	27 Oct, 2025 01:28:16 PM	0:02:42		Internal
684181951766			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 02:20:33 PM	27 Oct, 2025 02:36:41 PM	27 Oct, 2025 01:28:16 PM	0:02:42		Internal
684181951766			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 02:20:33 PM	27 Oct, 2025 02:36:41 PM	27 Oct, 2025 01:28:16 PM	0:02:42		Internal
684181951766			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 02:20:33 PM	27 Oct, 2025 02:36:41 PM	27 Oct, 2025 01:28:16 PM	0:02:42		Internal
684181951766			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 02:20:33 PM	27 Oct, 2025 02:36:41 PM	27 Oct, 2025 01:28:16 PM	0:02:42		Internal
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684181951766			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 02:20:33 PM	27 Oct, 2025 02:36:41 PM	27 Oct, 2025 01:28:16 PM	0:02:42		Internal
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684181951766			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 02:20:33 PM	27 Oct, 2025 02:36:41 PM	27 Oct, 2025 01:28:16 PM	0:02:42		Internal
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684181951766			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 02:20:33 PM	27 Oct, 2025 02:36:41 PM	27 Oct, 2025 01:28:16 PM	0:02:42		Internal
684181951766			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 02:20:33 PM	27 Oct, 2025 02:36:41 PM	27 Oct, 2025 01:28:16 PM	0:02:42		Internal
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684181951766			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 02:20:33 PM	27 Oct, 2025 02:36:41 PM	27 Oct, 2025 01:28:16 PM	0:02:42		Internal
684181951766			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 02:20:33 PM	27 Oct, 2025 02:36:41 PM	27 Oct, 2025 01:28:16 PM	0:02:42		Internal
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684181951766			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 02:20:33 PM	27 Oct, 2025 02:36:41 PM	27 Oct, 2025 01:28:16 PM	0:02:42		Internal
684181951766			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 02:20:33 PM	27 Oct, 2025 02:36:41 PM	27 Oct, 2025 01:28:16 PM	0:02:42		Internal
684181951766			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 02:20:33 PM	27 Oct, 2025 02:36:41 PM	27 Oct, 2025 01:28:16 PM	0:02:42		Internal
684181871951			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
684181871951			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
684181871951			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
684181871951			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
684181871951			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
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684181871951			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
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684181871951	CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
684181871951	CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
684181871951	CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
684181871951	CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
684181871951	CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
684181871951	CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
684181871951	CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
684181871951	CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
684181871951	CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
684181871951	CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
684181871951	CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 02:43:50 PM	27 Oct, 2025 02:47:27 PM	24 Oct, 2025 09:34:10 PM	0:02:35		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbo		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbo		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_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 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179	CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 02:48:32 PM	27 Oct, 2025 03:00:55 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181026966	CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966	CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966	CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966	CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181026966	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
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684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
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684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_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 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181026966			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		19 Oct, 2025 07:01:02 PM	27 Oct, 2025 03:06:25 PM	19 Oct, 2025 05:47:12 PM	0:04:46		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
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684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
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684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181948704	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181948704			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 03:14:42 PM	27 Oct, 2025 03:21:37 PM	27 Oct, 2025 01:09:15 PM	0:02:31		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_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 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181153817			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		21 Oct, 2025 01:01:57 AM	27 Oct, 2025 03:23:25 PM	20 Oct, 2025 06:07:01 PM	0:04:42		Internal
684181936917			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
684181936917			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
684181936917			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
684181936917			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
684181936917			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
684181936917			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
684181936917			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
684181936917			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
684181936917			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
684181936917			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
68418193691	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
68418193691			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
68418193691			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
68418193691			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
68418193691			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
68418193691			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
68418193691			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
68418193691			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
68418193691			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
68418193691			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
68418193691			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
68418193691			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
68418193691			CTE_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 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
68418193691			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
68418193691			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
68418193691			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 12:01:38 PM	27 Oct, 2025 03:37:00 PM	27 Oct, 2025 10:20:03 AM	0:02:51		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
68418177946			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 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
684181779461			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
684181779461			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
684181779461			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
684181779461			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
684181779461			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
684181779461			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
684181779461			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 03:27:52 PM	27 Oct, 2025 03:47:44 PM	24 Oct, 2025 04:20:51 PM	0:04:59		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181634590			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 03:35:01 PM	27 Oct, 2025 03:50:37 PM	23 Oct, 2025 05:22:14 PM	0:03:06		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 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
684181985366	[redacted]	[redacted]	CTE_Res_FT	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
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684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
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684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
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684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			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 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181985366			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 04:08:16 PM	27 Oct, 2025 04:22:32 PM	27 Oct, 2025 03:38:42 PM	0:03:36		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
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684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
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684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181680242	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			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 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684181680242			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Oct, 2025 12:01:47 PM	27 Oct, 2025 04:49:32 PM	23 Oct, 2025 08:04:33 PM	0:07:22		Internal
684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
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684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
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684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
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684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
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684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
684180598785			CTE_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 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 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
684180598785			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 04:43:01 PM	27 Oct, 2025 04:54:17 PM	15 Oct, 2025 06:59:35 PM	0:04:26		Internal
684181981937			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 04:53:38 PM	27 Oct, 2025 04:56:45 PM	27 Oct, 2025 03:25:18 PM	0:03:16		Internal
684181981937			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 04:53:38 PM	27 Oct, 2025 04:56:45 PM	27 Oct, 2025 03:25:18 PM	0:03:16		Internal
684181981937			CTE_Bus_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 04:53:38 PM	27 Oct, 2025 04:56:45 PM	27 Oct, 2025 03:25:18 PM	0:03:16		Internal
684181981937			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 04:53:38 PM	27 Oct, 2025 04:56:45 PM	27 Oct, 2025 03:25:18 PM	0:03:16		Internal
684181981937			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 04:53:38 PM	27 Oct, 2025 04:56:45 PM	27 Oct, 2025 03:25:18 PM	0:03:16		Internal
684181981937			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 04:53:38 PM	27 Oct, 2025 04:56:45 PM	27 Oct, 2025 03:25:18 PM	0:03:16		Internal
684181981937			CTE_Bus_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 04:53:38 PM	27 Oct, 2025 04:56:45 PM	27 Oct, 2025 03:25:18 PM	0:03:16		Internal
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684181981937			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 04:53:38 PM	27 Oct, 2025 04:56:45 PM	27 Oct, 2025 03:25:18 PM	0:03:16		Internal
684181981937			CTE_Bus_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 04:53:38 PM	27 Oct, 2025 04:56:45 PM	27 Oct, 2025 03:25:18 PM	0:03:16		Internal
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684181545137			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		24 Oct, 2025 08:01:52 PM	27 Oct, 2025 04:58:00 PM	22 Oct, 2025 09:39:47 PM	0:09:30		Internal
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684181545137			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		24 Oct, 2025 08:01:52 PM	27 Oct, 2025 04:58:00 PM	22 Oct, 2025 09:39:47 PM	0:09:30		Internal
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684181545137			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		24 Oct, 2025 08:01:52 PM	27 Oct, 2025 04:58:00 PM	22 Oct, 2025 09:39:47 PM	0:09:30		Internal
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684181545137			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		24 Oct, 2025 08:01:52 PM	27 Oct, 2025 04:58:00 PM	22 Oct, 2025 09:39:47 PM	0:09:30		Internal
684181545137			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		24 Oct, 2025 08:01:52 PM	27 Oct, 2025 04:58:00 PM	22 Oct, 2025 09:39:47 PM	0:09:30		Internal
684181545137			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		24 Oct, 2025 08:01:52 PM	27 Oct, 2025 04:58:00 PM	22 Oct, 2025 09:39:47 PM	0:09:30		Internal
683113490127			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		15 Oct, 2025 12:31:26 PM	27 Oct, 2025 05:05:29 PM	15 Oct, 2025 12:26:18 PM	0:02:21		Internal
683113490127			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		15 Oct, 2025 12:31:26 PM	27 Oct, 2025 05:05:29 PM	15 Oct, 2025 12:26:18 PM	0:02:21		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683113490127	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	15 Oct, 2025 12:31:26 PM	27 Oct, 2025 05:05:29 PM	15 Oct, 2025 12:26:18 PM	0:02:21		Internal
683113490127			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		15 Oct, 2025 12:31:26 PM	27 Oct, 2025 05:05:29 PM	15 Oct, 2025 12:26:18 PM	0:02:21		Internal
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683113490127			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		15 Oct, 2025 12:31:26 PM	27 Oct, 2025 05:05:29 PM	15 Oct, 2025 12:26:18 PM	0:02:21		Internal
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684181833737			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 05:01:54 PM	27 Oct, 2025 05:07:34 PM	24 Oct, 2025 06:37:17 PM	0:04:18		Internal
684181833737			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 05:01:54 PM	27 Oct, 2025 05:07:34 PM	24 Oct, 2025 06:37:17 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
684181833737	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	27 Oct, 2025 05:01:54 PM	27 Oct, 2025 05:07:34 PM	24 Oct, 2025 06:37:17 PM	0:04:18		Internal
684181833737			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Oct, 2025 05:01:54 PM	27 Oct, 2025 05:07:34 PM	24 Oct, 2025 06:37:17 PM	0:04:18		Internal
684181833737			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 05:01:54 PM	27 Oct, 2025 05:07:34 PM	24 Oct, 2025 06:37:17 PM	0:04:18		Internal
684181833737			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 05:01:54 PM	27 Oct, 2025 05:07:34 PM	24 Oct, 2025 06:37:17 PM	0:04:18		Internal
684181833737			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 05:01:54 PM	27 Oct, 2025 05:07:34 PM	24 Oct, 2025 06:37:17 PM	0:04:18		Internal
684181833737			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 05:01:54 PM	27 Oct, 2025 05:07:34 PM	24 Oct, 2025 06:37:17 PM	0:04:18		Internal
684181833737			CTE_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 Oct, 2025 05:01:54 PM	27 Oct, 2025 05:07:34 PM	24 Oct, 2025 06:37:17 PM	0:04:18		Internal
684181833737			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 05:01:54 PM	27 Oct, 2025 05:07:34 PM	24 Oct, 2025 06:37:17 PM	0:04:18		Internal
684181833737			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 05:01:54 PM	27 Oct, 2025 05:07:34 PM	24 Oct, 2025 06:37:17 PM	0:04:18		Internal
684181833737			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 05:01:54 PM	27 Oct, 2025 05:07:34 PM	24 Oct, 2025 06:37:17 PM	0:04:18		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
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684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
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684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_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 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181881410			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 05:02:15 PM	27 Oct, 2025 05:08:30 PM	24 Oct, 2025 10:06:23 PM	0:02:45		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181737936	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			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 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
684181737936			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 05:10:17 PM	27 Oct, 2025 05:18:23 PM	24 Oct, 2025 12:57:20 PM	0:02:42		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
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682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
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682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
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682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
682127488205			CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Oct, 2025 01:01:39 AM	27 Oct, 2025 05:26:51 PM	30 Sep, 2025 07:19:33 PM	0:06:40		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683113445193	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_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 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
683113445193			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 05:21:43 PM	27 Oct, 2025 05:46:02 PM	14 Oct, 2025 08:51:23 PM	0:04:46		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
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684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_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 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181688701			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 05:28:32 PM	27 Oct, 2025 05:49:58 PM	23 Oct, 2025 08:32:43 PM	0:04:36		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181860614	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181860614			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 05:56:07 PM	27 Oct, 2025 06:00:04 PM	24 Oct, 2025 09:07:41 PM	0:03:55		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
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684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_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 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		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
684181958145	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684181958145			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 05:58:22 PM	27 Oct, 2025 06:06:08 PM	27 Oct, 2025 01:56:07 PM	0:05:35		Internal
684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
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684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
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684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
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684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
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684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
684182003618			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 06:15:42 PM	27 Oct, 2025 06:20:11 PM	27 Oct, 2025 04:44:57 PM	0:03:56		Internal
684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
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684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
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684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
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684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
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684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
684182021640			CTE_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 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		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
684182021640	[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]	27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
684182021640			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 06:01:31 PM	27 Oct, 2025 06:21:52 PM	27 Oct, 2025 05:42:31 PM	0:01:41		Internal
684181977309			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 06:27:11 PM	27 Oct, 2025 06:31:06 PM	27 Oct, 2025 03:06:32 PM	0:03:36		Internal
684181977309			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 06:27:11 PM	27 Oct, 2025 06:31:06 PM	27 Oct, 2025 03:06:32 PM	0:03:36		Internal
684181977309			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 06:27:11 PM	27 Oct, 2025 06:31:06 PM	27 Oct, 2025 03:06:32 PM	0:03:36		Internal
684181977309			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 06:27:11 PM	27 Oct, 2025 06:31:06 PM	27 Oct, 2025 03:06:32 PM	0:03:36		Internal
684181977309			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 06:27:11 PM	27 Oct, 2025 06:31:06 PM	27 Oct, 2025 03:06:32 PM	0:03:36		Internal
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684181977309			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 06:27:11 PM	27 Oct, 2025 06:31:06 PM	27 Oct, 2025 03:06:32 PM	0:03:36		Internal
684181977309			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 06:27:11 PM	27 Oct, 2025 06:31:06 PM	27 Oct, 2025 03:06:32 PM	0:03:36		Internal
684181977309			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 06:27:11 PM	27 Oct, 2025 06:31:06 PM	27 Oct, 2025 03:06:32 PM	0:03:36		Internal
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684181977309			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 06:27:11 PM	27 Oct, 2025 06:31:06 PM	27 Oct, 2025 03:06:32 PM	0:03:36		Internal
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684181977309			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 06:27:11 PM	27 Oct, 2025 06:31:06 PM	27 Oct, 2025 03:06:32 PM	0:03:36		Internal
684181977309			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 06:27:11 PM	27 Oct, 2025 06:31:06 PM	27 Oct, 2025 03:06:32 PM	0:03:36		Internal
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684181977309			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 06:27:11 PM	27 Oct, 2025 06:31:06 PM	27 Oct, 2025 03:06:32 PM	0:03:36		Internal
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684181977309			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 Oct, 2025 06:27:11 PM	27 Oct, 2025 06:31:06 PM	27 Oct, 2025 03:06:32 PM	0:03:36		Internal
684181977309			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 06:27:11 PM	27 Oct, 2025 06:31:06 PM	27 Oct, 2025 03:06:32 PM	0:03:36		Internal
684181977309			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 06:27:11 PM	27 Oct, 2025 06:31:06 PM	27 Oct, 2025 03:06:32 PM	0:03:36		Internal
684181977309			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 06:27:11 PM	27 Oct, 2025 06:31:06 PM	27 Oct, 2025 03:06:32 PM	0:03:36		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 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
684182041203	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_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 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684182041203			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 06:30:56 PM	27 Oct, 2025 06:39:46 PM	27 Oct, 2025 05:46:31 PM	0:05:16		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
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684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_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 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181972383			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 06:42:42 PM	27 Oct, 2025 06:47:24 PM	27 Oct, 2025 02:48:56 PM	0:02:51		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181632253	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
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684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181632253			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	27 Oct, 2025 06:28:33 PM	27 Oct, 2025 06:53:09 PM	23 Oct, 2025 05:13:50 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			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 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		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
684181047169	[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 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181047169			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 07:01:04 PM	27 Oct, 2025 07:13:23 PM	20 Oct, 2025 12:20:21 PM	0:03:59		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
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684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
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684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
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684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_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 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684181962179			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 07:22:27 PM	27 Oct, 2025 07:26:15 PM	27 Oct, 2025 02:13:09 PM	0:03:25		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
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684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
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684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
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684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182033346	[redacted]		CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182033346			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Oct, 2025 07:24:09 PM	27 Oct, 2025 07:31:34 PM	27 Oct, 2025 06:15:47 PM	0:04:48		Internal
684182050427			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Oct, 2025 07:39:35 PM	27 Oct, 2025 07:47:17 PM	27 Oct, 2025 07:11:48 PM	0:03:38		Internal
684182050427			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Oct, 2025 07:39:35 PM	27 Oct, 2025 07:47:17 PM	27 Oct, 2025 07:11:48 PM	0:03:38		Internal
684182050427			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Oct, 2025 07:39:35 PM	27 Oct, 2025 07:47:17 PM	27 Oct, 2025 07:11:48 PM	0:03:38		Internal
684182050427			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Oct, 2025 07:39:35 PM	27 Oct, 2025 07:47:17 PM	27 Oct, 2025 07:11:48 PM	0:03:38		Internal
684182050427			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Oct, 2025 07:39:35 PM	27 Oct, 2025 07:47:17 PM	27 Oct, 2025 07:11:48 PM	0:03:38		Internal
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684182050427			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		Oct, 2025 07:39:35 PM	27 Oct, 2025 07:47:17 PM	27 Oct, 2025 07:11:48 PM	0:03:38		Internal
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684182050427			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		Oct, 2025 07:39:35 PM	27 Oct, 2025 07:47:17 PM	27 Oct, 2025 07:11:48 PM	0:03:38		Internal
684182050427			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		Oct, 2025 07:39:35 PM	27 Oct, 2025 07:47:17 PM	27 Oct, 2025 07:11:48 PM	0:03:38		Internal
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684182050427			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		Oct, 2025 07:39:35 PM	27 Oct, 2025 07:47:17 PM	27 Oct, 2025 07:11:48 PM	0:03:38		Internal
684182050427			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		Oct, 2025 07:39:35 PM	27 Oct, 2025 07:47:17 PM	27 Oct, 2025 07:11:48 PM	0:03:38		Internal
684182050427			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		Oct, 2025 07:39:35 PM	27 Oct, 2025 07:47:17 PM	27 Oct, 2025 07:11:48 PM	0:03:38		Internal
684182050427			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		Oct, 2025 07:39:35 PM	27 Oct, 2025 07:47:17 PM	27 Oct, 2025 07:11:48 PM	0:03:38		Internal
684180601607			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607			CTE_Bus_Moving		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		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
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
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684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
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684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684180601607		CTE_Bus_Moving		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 07:57:57 PM	27 Oct, 2025 08:07:11 PM	15 Oct, 2025 08:11:47 PM	0:03:59		Internal
684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
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684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
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684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		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
684181996134	[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	27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134			CTE_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 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181996134			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	27 Oct, 2025 04:01:59 PM	27 Oct, 2025 08:36:01 PM	27 Oct, 2025 03:27:30 PM	0:04:55		Internal
684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
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684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
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684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
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684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
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684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
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684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
684181020343			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	19 Oct, 2025 03:01:03 PM	27 Oct, 2025 08:44:49 PM	19 Oct, 2025 12:58:31 PM	0:06:10		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
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684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
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684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
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684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
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684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			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	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
684181987540			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	27 Oct, 2025 08:33:07 PM	27 Oct, 2025 08:58:43 PM	27 Oct, 2025 04:00:14 PM	0:05:41		Internal
683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
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683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
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683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
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683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
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683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
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683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
683113184077			CTE_Bus_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Oct, 2025 11:31:04 AM	27 Oct, 2025 08:59:37 PM	13 Oct, 2025 11:07:12 AM	0:04:26		Internal
684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
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684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
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684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
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684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
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684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
684182091427			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 09:30:18 PM	27 Oct, 2025 09:36:43 PM	27 Oct, 2025 08:55:54 PM	0:02:16		Internal
684181814418			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
684181814418			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
684181814418			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
684181814418			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
684181814418			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
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684181814418			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
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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
684181814418		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
684181814418		CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
684181814418		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
684181814418		CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
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684181814418		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
684181814418		CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
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684181814418		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
684181814418		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
684181814418		CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
684181814418		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 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
684181814418		CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
684181814418		CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
684181814418		CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 09:39:14 PM	27 Oct, 2025 09:46:16 PM	24 Oct, 2025 06:42:22 PM	0:03:50		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181918340		CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		26 Oct, 2025 09:01:02 AM	27 Oct, 2025 10:24:17 PM	26 Oct, 2025 06:02:15 AM	0:04:03		Internal
684181934232		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232		CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232		CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	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
684181934232	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
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684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_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 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181934232			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 11:40:57 AM	28 Oct, 2025 11:52:29 AM	27 Oct, 2025 12:59:02 AM	0:04:56		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
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684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
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684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
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684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 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
684181743149	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_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 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
684181743149			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 12:21:59 PM	28 Oct, 2025 12:36:19 PM	24 Oct, 2025 01:00:08 PM	0:02:40		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
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683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
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683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			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 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
683111858125			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 01:29:06 PM	28 Oct, 2025 01:47:40 PM	02 Oct, 2025 05:28:28 PM	0:04:43		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181951213	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
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684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
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684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684181951213			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		6 Oct, 2025 02:17:44 PM	28 Oct, 2025 02:28:39 PM	27 Oct, 2025 01:21:40 PM	0:04:00		Internal
684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		6 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		6 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		6 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		6 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		6 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
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684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		6 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		6 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		6 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
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684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		6 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		6 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
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684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		6 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		6 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
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684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		6 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		6 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		6 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		6 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 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
684182133159	[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]	28 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
684182133159			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 03:20:27 PM	28 Oct, 2025 03:28:11 PM	28 Oct, 2025 01:55:20 AM	0:02:01		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
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684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182114216			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 02:53:10 PM	28 Oct, 2025 04:10:05 PM	27 Oct, 2025 10:00:35 PM	0:05:20		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal

Master Contact	Agent Name	Team	Skill		Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182035215	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_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 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684182035215			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 11:05:43 AM	28 Oct, 2025 04:17:52 PM	27 Oct, 2025 06:23:09 PM	0:04:00		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
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684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
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684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
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684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 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
684181767750	[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]	28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_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 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684181767750			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 04:19:15 PM	28 Oct, 2025 04:28:52 PM	24 Oct, 2025 02:38:18 PM	0:03:44		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
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684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
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684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
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684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
684182202105			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 04:57:25 PM	28 Oct, 2025 05:01:28 PM	28 Oct, 2025 04:45:31 PM	0:02:28		Internal
683112498825			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 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
683112498825	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
683112498825	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	09 Oct, 2025 07:01:14 AM	28 Oct, 2025 05:02:22 PM	07 Oct, 2025 07:29:53 PM	0:07:20		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	28 Oct, 2025 05:07:05 PM	28 Oct, 2025 05:29:31 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182158555	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182158555	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_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 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684182158555			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 05:50:25 PM	28 Oct, 2025 06:14:14 PM	28 Oct, 2025 02:11:23 PM	0:06:45		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 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
684181970989	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_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 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181970989			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 04:02:10 PM	28 Oct, 2025 06:28:01 PM	27 Oct, 2025 02:09:17 PM	0:03:06		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
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684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
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684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
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684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684181962106			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 08:02:01 PM	28 Oct, 2025 06:42:52 PM	27 Oct, 2025 02:10:39 PM	0:03:34		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
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684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal

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684182214336	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
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684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
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684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_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 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684182214336			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 06:41:02 PM	28 Oct, 2025 06:49:47 PM	28 Oct, 2025 05:34:58 PM	0:04:49		Internal
684181502779			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 06:59:25 PM	28 Oct, 2025 07:09:49 PM	22 Oct, 2025 06:30:35 PM	0:06:43		Internal
684181502779			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 06:59:25 PM	28 Oct, 2025 07:09:49 PM	22 Oct, 2025 06:30:35 PM	0:06:43		Internal
684181502779			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 06:59:25 PM	28 Oct, 2025 07:09:49 PM	22 Oct, 2025 06:30:35 PM	0:06:43		Internal
684181502779			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 06:59:25 PM	28 Oct, 2025 07:09:49 PM	22 Oct, 2025 06:30:35 PM	0:06:43		Internal
684181502779			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 06:59:25 PM	28 Oct, 2025 07:09:49 PM	22 Oct, 2025 06:30:35 PM	0:06:43		Internal
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684181502779			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Oct, 2025 06:59:25 PM	28 Oct, 2025 07:09:49 PM	22 Oct, 2025 06:30:35 PM	0:06:43		Internal
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684181502779			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 06:59:25 PM	28 Oct, 2025 07:09:49 PM	22 Oct, 2025 06:30:35 PM	0:06:43		Internal
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684181502779			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 06:59:25 PM	28 Oct, 2025 07:09:49 PM	22 Oct, 2025 06:30:35 PM	0:06:43		Internal
684181502779			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 06:59:25 PM	28 Oct, 2025 07:09:49 PM	22 Oct, 2025 06:30:35 PM	0:06:43		Internal
684181502779			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 06:59:25 PM	28 Oct, 2025 07:09:49 PM	22 Oct, 2025 06:30:35 PM	0:06:43		Internal
684181502779			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 Oct, 2025 06:59:25 PM	28 Oct, 2025 07:09:49 PM	22 Oct, 2025 06:30:35 PM	0:06:43		Internal
684181502779			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 06:59:25 PM	28 Oct, 2025 07:09:49 PM	22 Oct, 2025 06:30:35 PM	0:06:43		Internal
684181502779			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 06:59:25 PM	28 Oct, 2025 07:09:49 PM	22 Oct, 2025 06:30:35 PM	0:06:43		Internal
684181502779			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 06:59:25 PM	28 Oct, 2025 07:09:49 PM	22 Oct, 2025 06:30:35 PM	0:06:43		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182235223			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 07:25:07 PM	28 Oct, 2025 07:32:13 PM	28 Oct, 2025 07:04:24 PM	0:03:40		Internal
684182140564			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564			CTE_Bus_Solar		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564			CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal

Master Contact	[redacted]	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question	[redacted]	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	s e	28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684182140564		CTE_Bus_Solar		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 08:31:27 PM	28 Oct, 2025 09:52:52 PM	28 Oct, 2025 12:31:18 PM	0:06:36		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	m	28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	ve	28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684181109878		CTE_Res_Moving		Westwood - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181109878	[redacted]	[redacted]berg	CTE_Res_Moving	[redacted]	Westwood - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	28 Oct, 2025 10:15:14 PM	28 Oct, 2025 10:27:19 PM	20 Oct, 2025 05:09:39 PM	0:04:06		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
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684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
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684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
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684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684182120507			CTE_Bus_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 04:31:35 PM	29 Oct, 2025 02:34:27 AM	27 Oct, 2025 10:09:09 PM	0:02:31		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
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684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
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684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
684181050945			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		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		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
68418105094	[redacted]	[redacted]	CTE_Res_Moving_Span	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
68418105094			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
68418105094			CTE_Res_Moving_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 02:21:49 PM	29 Oct, 2025 02:25:29 PM	20 Oct, 2025 01:15:35 PM	0:01:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
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68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
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68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
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68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
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68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418223471			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 02:27:32 PM	29 Oct, 2025 02:32:16 PM	28 Oct, 2025 07:00:39 PM	0:02:34		Internal
68418220317			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
68418220317			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
68418220317			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
68418220317			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
68418220317			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
68418220317			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
68418220317			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
68418220317			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
68418220317			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
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68418220317			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
68418220317			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
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68418220317			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
68418220317			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
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68418220317			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Ty	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182203173	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted] 9 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
684182203173			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	9 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
684182203173			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	9 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
684182203173			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	9 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
684182203173			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	9 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
684182203173			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	9 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
684182203173			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	9 Oct, 2025 02:41:14 PM	29 Oct, 2025 02:47:06 PM	28 Oct, 2025 04:46:42 PM	0:03:14		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182262008			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182331531			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 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	9 Oct, 2025 02:58:26 PM	29 Oct, 2025 03:09:46 PM	28 Oct, 2025 08:31:29 PM	0:02:18		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	9 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	9 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	9 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	9 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	9 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	9 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	9 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	9 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	9 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	9 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	9 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	9 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182331531	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	29 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			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 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684182331531			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 03:08:51 PM	29 Oct, 2025 03:11:30 PM	29 Oct, 2025 01:48:44 PM	0:02:16		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
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684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684181140047			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 03:20:12 PM	29 Oct, 2025 03:29:40 PM	20 Oct, 2025 06:19:25 PM	0:01:21		Internal
684182261862			CTE_Res_Moving		Springfield - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
684182261862			CTE_Res_Moving		Springfield - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
684182261862			CTE_Res_Moving		Springfield - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
684182261862			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
684182261862			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
684182261862			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
684182261862			CTE_Res_Moving		Springfield - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
684182261862			CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
684182261862			CTE_Res_Moving		Springfield - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
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684182261862	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Springfield - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
684182261862			CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
684182261862			CTE_Res_Moving		Springfield - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
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684182261862			CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
684182261862			CTE_Res_Moving		Springfield - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
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684182261862			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		29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
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684182261862			CTE_Res_Moving		Springfield - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
684182261862			CTE_Res_Moving		Springfield - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 02:57:48 PM	29 Oct, 2025 03:55:39 PM	28 Oct, 2025 08:30:51 PM	0:04:01		Internal
684182272654			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 04:00:16 PM	29 Oct, 2025 04:17:54 PM	28 Oct, 2025 08:53:32 PM	0:04:13		Internal
684182272654			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 04:00:16 PM	29 Oct, 2025 04:17:54 PM	28 Oct, 2025 08:53:32 PM	0:04:13		Internal
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684182272654			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 04:00:16 PM	29 Oct, 2025 04:17:54 PM	28 Oct, 2025 08:53:32 PM	0:04:13		Internal

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684182246196			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Oct, 2025 04:37:04 PM	29 Oct, 2025 04:55:15 PM	28 Oct, 2025 07:42:33 PM	0:03:40		Internal
684182246196			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		Oct, 2025 04:37:04 PM	29 Oct, 2025 04:55:15 PM	28 Oct, 2025 07:42:33 PM	0:03:40		Internal
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684182329130			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		Oct, 2025 05:12:41 PM	29 Oct, 2025 05:20:09 PM	29 Oct, 2025 01:00:18 PM	0:02:29		Internal
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684182329130			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 05:12:41 PM	29 Oct, 2025 05:20:09 PM	29 Oct, 2025 01:00:18 PM	0:02:29		Internal
684182329130			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 05:12:41 PM	29 Oct, 2025 05:20:09 PM	29 Oct, 2025 01:00:18 PM	0:02:29		Internal
684182329130			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 05:12:41 PM	29 Oct, 2025 05:20:09 PM	29 Oct, 2025 01:00:18 PM	0:02:29		Internal
684182329130			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Oct, 2025 05:12:41 PM	29 Oct, 2025 05:20:09 PM	29 Oct, 2025 01:00:18 PM	0:02:29		Internal
684182329130			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 05:12:41 PM	29 Oct, 2025 05:20:09 PM	29 Oct, 2025 01:00:18 PM	0:02:29		Internal
684182329130			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 05:12:41 PM	29 Oct, 2025 05:20:09 PM	29 Oct, 2025 01:00:18 PM	0:02:29		Internal
684182329130			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 05:12:41 PM	29 Oct, 2025 05:20:09 PM	29 Oct, 2025 01:00:18 PM	0:02:29		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
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684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 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
684182370804	[redacted]	[redacted]	CTE_Bus_Default	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
684182370804			CTE_Bus_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 05:57:55 PM	29 Oct, 2025 06:04:29 PM	29 Oct, 2025 04:31:28 PM	0:03:41		Internal
683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbo		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
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683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbo		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
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683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbo		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
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683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbo		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
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683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
683111763406			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 06:25:02 PM	29 Oct, 2025 06:32:24 PM	02 Oct, 2025 12:33:28 PM	0:05:32		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbo		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbo		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbo		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
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684182268925	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
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684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
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684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
684182268925			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 06:36:34 PM	29 Oct, 2025 06:40:42 PM	28 Oct, 2025 08:47:29 PM	0:05:07		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_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 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 02:19:10 PM	29 Oct, 2025 07:01:58 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683113242474			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		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
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
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683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
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683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_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 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
683113242474		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 06:52:56 PM	29 Oct, 2025 07:05:30 PM	13 Oct, 2025 07:31:36 PM	0:04:42		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
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684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
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684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		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		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182360320		CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 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
684182360320	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	29 Oct, 2025 07:05:28 PM	29 Oct, 2025 07:10:29 PM	29 Oct, 2025 03:51:07 PM	0:03:59		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
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684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
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684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
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684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			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 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182112455			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 08:31:20 AM	29 Oct, 2025 07:13:06 PM	27 Oct, 2025 09:57:43 PM	0:05:43		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
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684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
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684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182373699	[redacted]	[redacted]	CTE_Bus_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			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		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182373699			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 07:11:40 PM	29 Oct, 2025 07:16:45 PM	29 Oct, 2025 04:43:35 PM	0:05:24		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
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684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
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684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
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684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_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 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684182169883			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 07:05:11 PM	29 Oct, 2025 07:20:11 PM	28 Oct, 2025 02:53:24 PM	0:05:12		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684181969165	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
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684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
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684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			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 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684181969165			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 07:18:31 PM	29 Oct, 2025 07:27:41 PM	27 Oct, 2025 02:40:56 PM	0:04:51		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
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684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
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684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
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684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		8 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		8 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		8 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		8 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
684182129063			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		8 Oct, 2025 12:31:25 AM	29 Oct, 2025 07:55:48 PM	27 Oct, 2025 11:07:39 PM	0:02:28		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		9 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 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
683112728903	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
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683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	e	29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
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683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_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 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
683112728903			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 07:58:06 PM	29 Oct, 2025 08:03:25 PM	08 Oct, 2025 09:28:40 PM	0:02:23		Internal
684182221074			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Oct, 2025 12:54:55 PM	30 Oct, 2025 01:15:42 PM	28 Oct, 2025 05:08:29 PM	0:03:46		Internal
684182221074			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Oct, 2025 12:54:55 PM	30 Oct, 2025 01:15:42 PM	28 Oct, 2025 05:08:29 PM	0:03:46		Internal
684182221074			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Oct, 2025 12:54:55 PM	30 Oct, 2025 01:15:42 PM	28 Oct, 2025 05:08:29 PM	0:03:46		Internal
684182221074			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Oct, 2025 12:54:55 PM	30 Oct, 2025 01:15:42 PM	28 Oct, 2025 05:08:29 PM	0:03:46		Internal
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684182221074			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Oct, 2025 12:54:55 PM	30 Oct, 2025 01:15:42 PM	28 Oct, 2025 05:08:29 PM	0:03:46		Internal
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684182221074			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Oct, 2025 12:54:55 PM	30 Oct, 2025 01:15:42 PM	28 Oct, 2025 05:08:29 PM	0:03:46		Internal
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684182221074			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Oct, 2025 12:54:55 PM	30 Oct, 2025 01:15:42 PM	28 Oct, 2025 05:08:29 PM	0:03:46		Internal
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684182221074			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Oct, 2025 12:54:55 PM	30 Oct, 2025 01:15:42 PM	28 Oct, 2025 05:08:29 PM	0:03:46		Internal
684182221074			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Oct, 2025 12:54:55 PM	30 Oct, 2025 01:15:42 PM	28 Oct, 2025 05:08:29 PM	0:03:46		Internal
684182221074			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Oct, 2025 12:54:55 PM	30 Oct, 2025 01:15:42 PM	28 Oct, 2025 05:08:29 PM	0:03:46		Internal
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684182221074	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 Oct, 2025 12:54:55 PM	30 Oct, 2025 01:15:42 PM	28 Oct, 2025 05:08:29 PM	0:03:46		Internal
684182221074			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Oct, 2025 12:54:55 PM	30 Oct, 2025 01:15:42 PM	28 Oct, 2025 05:08:29 PM	0:03:46		Internal
684182221074			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Oct, 2025 12:54:55 PM	30 Oct, 2025 01:15:42 PM	28 Oct, 2025 05:08:29 PM	0:03:46		Internal
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684182221074			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Oct, 2025 12:54:55 PM	30 Oct, 2025 01:15:42 PM	28 Oct, 2025 05:08:29 PM	0:03:46		Internal
684182221074			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Oct, 2025 12:54:55 PM	30 Oct, 2025 01:15:42 PM	28 Oct, 2025 05:08:29 PM	0:03:46		Internal
684182441663			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
684182441663			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
684182441663			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
684182441663			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
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684182441663			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
684182441663			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
684182441663			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
684182441663			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
684182441663			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
684182441663			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
684182441663			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
684182441663			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
684182441663			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
684182441663			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 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
684182441663			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
684182441663			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
684182441663			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Oct, 2025 12:49:50 PM	30 Oct, 2025 01:16:35 PM	29 Oct, 2025 09:00:03 PM	0:03:01		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
684182269391	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
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684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
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684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			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 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
684182269391			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 11:21:56 AM	30 Oct, 2025 01:21:42 PM	28 Oct, 2025 08:48:45 PM	0:04:58		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
683112730710			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
6831127307	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
6831127307			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
6831127307			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
6831127307			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
6831127307			CTE_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 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
6831127307			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
6831127307			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
6831127307			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 02:19:10 PM	30 Oct, 2025 01:54:01 PM	08 Oct, 2025 09:11:34 PM	0:02:09		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
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6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841813853			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		23 Oct, 2025 06:49:31 PM	30 Oct, 2025 03:22:09 PM	21 Oct, 2025 09:53:42 PM	0:02:41		Internal
6841820124			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
6841820124			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
6841820124			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
6841820124			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
6841820124			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
6841820124			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
6841820124			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
6841820124			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
6841820124			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
6841820124			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
6841820124			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 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
684182012487	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
684182012487			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
684182012487			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
684182012487			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
684182012487			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
684182012487			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
684182012487			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
684182012487			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
684182012487			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
684182012487			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
684182012487			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
684182012487			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
684182012487			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
684182012487			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
684182012487			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Oct, 2025 03:39:24 PM	30 Oct, 2025 03:48:22 PM	27 Oct, 2025 05:15:21 PM	0:04:45		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
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684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_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 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684181153073			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Oct, 2025 04:04:30 PM	30 Oct, 2025 04:14:18 PM	20 Oct, 2025 06:49:54 PM	0:05:33		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
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684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 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
684182011140	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			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 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182011140			CTE_Res_Payment		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Oct, 2025 04:16:19 PM	30 Oct, 2025 04:25:47 PM	27 Oct, 2025 05:10:40 PM	0:05:18		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
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684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
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684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
684182044676			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Oct, 2025 05:45:51 PM	30 Oct, 2025 05:53:26 PM	27 Oct, 2025 06:52:27 PM	0:04:00		Internal
683113426652			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
683113426652			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
683113426652			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
683113426652			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
683113426652			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
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683113426652			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
683113426652			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
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683113426652	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	[redacted]	30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
683113426652			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
683113426652			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
683113426652			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
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683113426652			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
683113426652			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
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683113426652			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
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683113426652			CTE_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 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
683113426652			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
683113426652			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
683113426652			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Oct, 2025 06:17:55 PM	30 Oct, 2025 07:19:33 PM	14 Oct, 2025 07:53:27 PM	0:05:01		Internal
684182546499			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Oct, 2025 06:51:06 PM	30 Oct, 2025 07:40:44 PM	30 Oct, 2025 04:37:50 PM	0:03:20		Internal
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684182546499			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Oct, 2025 06:51:06 PM	30 Oct, 2025 07:40:44 PM	30 Oct, 2025 04:37:50 PM	0:03:20		Internal
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684182546499			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Oct, 2025 06:51:06 PM	30 Oct, 2025 07:40:44 PM	30 Oct, 2025 04:37:50 PM	0:03:20		Internal
684182546499			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Oct, 2025 06:51:06 PM	30 Oct, 2025 07:40:44 PM	30 Oct, 2025 04:37:50 PM	0:03:20		Internal
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684182546499			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Oct, 2025 06:51:06 PM	30 Oct, 2025 07:40:44 PM	30 Oct, 2025 04:37:50 PM	0:03:20		Internal
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684182546499			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Oct, 2025 06:51:06 PM	30 Oct, 2025 07:40:44 PM	30 Oct, 2025 04:37:50 PM	0:03:20		Internal
684182546499			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Oct, 2025 06:51:06 PM	30 Oct, 2025 07:40:44 PM	30 Oct, 2025 04:37:50 PM	0:03:20		Internal
685361574596			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Oct, 2025 07:53:05 PM	30 Oct, 2025 08:25:01 PM	30 Oct, 2025 06:37:23 PM	0:06:11		Internal
685361574596			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Oct, 2025 07:53:05 PM	30 Oct, 2025 08:25:01 PM	30 Oct, 2025 06:37:23 PM	0:06:11		Internal
685361574596			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Oct, 2025 07:53:05 PM	30 Oct, 2025 08:25:01 PM	30 Oct, 2025 06:37:23 PM	0:06:11		Internal
685361574596			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Oct, 2025 07:53:05 PM	30 Oct, 2025 08:25:01 PM	30 Oct, 2025 06:37:23 PM	0:06:11		Internal
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685361574596			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Oct, 2025 07:53:05 PM	30 Oct, 2025 08:25:01 PM	30 Oct, 2025 06:37:23 PM	0:06:11		Internal
685361574596			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Oct, 2025 07:53:05 PM	30 Oct, 2025 08:25:01 PM	30 Oct, 2025 06:37:23 PM	0:06:11		Internal
685361574596			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Oct, 2025 07:53:05 PM	30 Oct, 2025 08:25:01 PM	30 Oct, 2025 06:37:23 PM	0:06:11		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
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684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_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 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684180769000			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Oct, 2025 05:43:42 PM	30 Oct, 2025 11:07:35 PM	16 Oct, 2025 06:55:53 PM	0:05:15		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		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
684182503117	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
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684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_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 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
684182503117			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Oct, 2025 11:27:38 PM	31 Oct, 2025 12:48:17 AM	30 Oct, 2025 01:15:35 PM	0:06:54		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
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685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
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685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 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
685361650368	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361650368			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Oct, 2025 01:07:32 AM	31 Oct, 2025 01:53:55 AM	30 Oct, 2025 09:47:15 PM	0:04:15		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
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685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_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 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361682245			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Oct, 2025 01:13:40 PM	31 Oct, 2025 01:17:59 PM	31 Oct, 2025 12:40:57 PM	0:03:25		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 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
685361604965	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
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685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
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685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1			31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
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685361604965			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 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
685361604965			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Oct, 2025 02:34:08 PM	31 Oct, 2025 02:47:31 PM	30 Oct, 2025 08:40:34 PM	0:03:07		Internal
684182509785			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
684182509785			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
684182509785			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
684182509785			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
684182509785			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
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684182509785			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
684182509785			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
684182509785			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
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684182509785			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
684182509785			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
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684182509785			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
684182509785			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
684182509785			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
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68418250978	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
68418250978			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
68418250978			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
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68418250978			CTE_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 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
68418250978			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
68418250978			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
68418250978			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Oct, 2025 03:37:58 PM	31 Oct, 2025 04:38:49 PM	30 Oct, 2025 01:43:01 PM	0:04:40		Internal
68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
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68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
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68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
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68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
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68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
68418134961			CTE_Res_Billing_Span		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Oct, 2025 05:30:24 PM	31 Oct, 2025 05:53:46 PM	21 Oct, 2025 08:03:48 PM	0:04:49		Internal
68418137906			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 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
684181379061	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
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684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			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 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
684181379061			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		27 Oct, 2025 02:04:21 PM	31 Oct, 2025 07:35:45 PM	21 Oct, 2025 09:31:13 PM	0:02:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
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685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
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685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
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685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		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
685361574587	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			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 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
685361574587			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Oct, 2025 07:46:08 PM	31 Oct, 2025 07:49:33 PM	30 Oct, 2025 06:37:01 PM	0:03:58		Internal
684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
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684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
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684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
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684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
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684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
684182466460			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 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
684182466460			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Oct, 2025 01:31:47 PM	31 Oct, 2025 07:58:55 PM	29 Oct, 2025 09:27:11 PM	0:05:41		Internal
683112922075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		16 Oct, 2025 12:26:44 PM	31 Oct, 2025 08:13:25 PM	09 Oct, 2025 10:02:51 PM	0:09:06		Internal
683112922075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		16 Oct, 2025 12:26:44 PM	31 Oct, 2025 08:13:25 PM	09 Oct, 2025 10:02:51 PM	0:09:06		Internal
683112922075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		16 Oct, 2025 12:26:44 PM	31 Oct, 2025 08:13:25 PM	09 Oct, 2025 10:02:51 PM	0:09:06		Internal
683112922075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		16 Oct, 2025 12:26:44 PM	31 Oct, 2025 08:13:25 PM	09 Oct, 2025 10:02:51 PM	0:09:06		Internal
683112922075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		16 Oct, 2025 12:26:44 PM	31 Oct, 2025 08:13:25 PM	09 Oct, 2025 10:02:51 PM	0:09:06		Internal
683112922075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		16 Oct, 2025 12:26:44 PM	31 Oct, 2025 08:13:25 PM	09 Oct, 2025 10:02:51 PM	0:09:06		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
683112922075	[redacted]	[redacted]	CTE_Res_Payment_Span	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	16 Oct, 2025 12:26:44 PM	31 Oct, 2025 08:13:25 PM	09 Oct, 2025 10:02:51 PM	0:09:06		Internal
683112922075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		16 Oct, 2025 12:26:44 PM	31 Oct, 2025 08:13:25 PM	09 Oct, 2025 10:02:51 PM	0:09:06		Internal
683112922075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		16 Oct, 2025 12:26:44 PM	31 Oct, 2025 08:13:25 PM	09 Oct, 2025 10:02:51 PM	0:09:06		Internal
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683112922075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		16 Oct, 2025 12:26:44 PM	31 Oct, 2025 08:13:25 PM	09 Oct, 2025 10:02:51 PM	0:09:06		Internal
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683112922075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		16 Oct, 2025 12:26:44 PM	31 Oct, 2025 08:13:25 PM	09 Oct, 2025 10:02:51 PM	0:09:06		Internal
683112922075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		16 Oct, 2025 12:26:44 PM	31 Oct, 2025 08:13:25 PM	09 Oct, 2025 10:02:51 PM	0:09:06		Internal
683112922075			CTE_Res_Payment_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		16 Oct, 2025 12:26:44 PM	31 Oct, 2025 08:13:25 PM	09 Oct, 2025 10:02:51 PM	0:09:06		Internal
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684181240372			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		23 Oct, 2025 03:31:59 AM	31 Oct, 2025 09:20:40 PM	21 Oct, 2025 12:45:18 PM	0:06:50		Internal
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684181240372			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		23 Oct, 2025 03:31:59 AM	31 Oct, 2025 09:20:40 PM	21 Oct, 2025 12:45:18 PM	0:06:50		Internal
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684182146250	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	28 Oct, 2025 02:35:08 PM	03 Nov, 2025 12:56:39 PM	28 Oct, 2025 01:09:02 PM	0:03:04		Internal
684182146250			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 02:35:08 PM	03 Nov, 2025 12:56:39 PM	28 Oct, 2025 01:09:02 PM	0:03:04		Internal
684182146250			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 02:35:08 PM	03 Nov, 2025 12:56:39 PM	28 Oct, 2025 01:09:02 PM	0:03:04		Internal
684182146250			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 02:35:08 PM	03 Nov, 2025 12:56:39 PM	28 Oct, 2025 01:09:02 PM	0:03:04		Internal
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684182188485			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Oct, 2025 04:19:38 PM	03 Nov, 2025 12:57:23 PM	28 Oct, 2025 03:59:26 PM	0:03:32		Internal
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684182188485			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 04:19:38 PM	03 Nov, 2025 12:57:23 PM	28 Oct, 2025 03:59:26 PM	0:03:32		Internal
684182188485			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 04:19:38 PM	03 Nov, 2025 12:57:23 PM	28 Oct, 2025 03:59:26 PM	0:03:32		Internal
684182188485			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 04:19:38 PM	03 Nov, 2025 12:57:23 PM	28 Oct, 2025 03:59:26 PM	0:03:32		Internal
684182188485			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 Oct, 2025 04:19:38 PM	03 Nov, 2025 12:57:23 PM	28 Oct, 2025 03:59:26 PM	0:03:32		Internal
684182188485			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 04:19:38 PM	03 Nov, 2025 12:57:23 PM	28 Oct, 2025 03:59:26 PM	0:03:32		Internal
684182188485			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 04:19:38 PM	03 Nov, 2025 12:57:23 PM	28 Oct, 2025 03:59:26 PM	0:03:32		Internal
684182188485			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 04:19:38 PM	03 Nov, 2025 12:57:23 PM	28 Oct, 2025 03:59:26 PM	0:03:32		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 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
684181923030	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_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 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684181923030			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 05:30:03 PM	03 Nov, 2025 12:57:38 PM	26 Oct, 2025 02:07:18 PM	0:03:53		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
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684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
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684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_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 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182205954			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		29 Oct, 2025 06:02:01 PM	03 Nov, 2025 12:58:34 PM	28 Oct, 2025 04:15:21 PM	0:02:24		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 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
684182537218	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
684182537218			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Oct, 2025 05:23:13 PM	03 Nov, 2025 12:58:42 PM	30 Oct, 2025 03:59:44 PM	0:03:15		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 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
685361943123	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
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685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_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 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361943123			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Nov, 2025 02:07:28 PM	03 Nov, 2025 02:18:41 PM	03 Nov, 2025 01:03:05 PM	0:05:40		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
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685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
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685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
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685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
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685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_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 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 PM	0:07:55		Internal
685361947572			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Nov, 2025 03:26:32 PM	03 Nov, 2025 03:41:43 PM	03 Nov, 2025 01:14:12 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
685361815410	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
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685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
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685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
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685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			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 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361815410			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Nov, 2025 04:07:32 PM	03 Nov, 2025 04:13:25 PM	31 Oct, 2025 08:04:56 PM	0:03:43		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
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685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal

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685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
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685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_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 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361974580			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Nov, 2025 04:07:22 PM	03 Nov, 2025 04:22:23 PM	03 Nov, 2025 03:16:03 PM	0:05:20		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685361857393	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			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 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361857393			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Nov, 2025 04:43:17 PM	03 Nov, 2025 04:46:57 PM	01 Nov, 2025 03:13:28 AM	0:02:08		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
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685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			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 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685361974914			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Nov, 2025 04:52:55 PM	03 Nov, 2025 05:10:02 PM	03 Nov, 2025 03:18:32 PM	0:05:24		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362009578	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
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685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_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 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685362009578			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Nov, 2025 05:47:13 PM	03 Nov, 2025 06:37:41 PM	03 Nov, 2025 05:18:39 PM	0:04:39		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			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		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
685361624605			CTE_Res_Billing_Span		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		31 Oct, 2025 08:01:46 AM	03 Nov, 2025 06:54:09 PM	30 Oct, 2025 08:45:55 PM	0:05:14		Internal
684182114329			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		28 Oct, 2025 01:48:03 PM	03 Nov, 2025 08:08:23 PM	27 Oct, 2025 10:00:45 PM	0:02:26		Internal
684182114329			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		28 Oct, 2025 01:48:03 PM	03 Nov, 2025 08:08:23 PM	27 Oct, 2025 10:00:45 PM	0:02:26		Internal
684182114329			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		28 Oct, 2025 01:48:03 PM	03 Nov, 2025 08:08:23 PM	27 Oct, 2025 10:00:45 PM	0:02:26		Internal
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684182114329			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		28 Oct, 2025 01:48:03 PM	03 Nov, 2025 08:08:23 PM	27 Oct, 2025 10:00:45 PM	0:02:26		Internal
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684182114329			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		28 Oct, 2025 01:48:03 PM	03 Nov, 2025 08:08:23 PM	27 Oct, 2025 10:00:45 PM	0:02:26		Internal
684182114329			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		28 Oct, 2025 01:48:03 PM	03 Nov, 2025 08:08:23 PM	27 Oct, 2025 10:00:45 PM	0:02:26		Internal
684182114329			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		28 Oct, 2025 01:48:03 PM	03 Nov, 2025 08:08:23 PM	27 Oct, 2025 10:00:45 PM	0:02:26		Internal
684182114329			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 Oct, 2025 01:48:03 PM	03 Nov, 2025 08:08:23 PM	27 Oct, 2025 10:00:45 PM	0:02:26		Internal
684182114329			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		28 Oct, 2025 01:48:03 PM	03 Nov, 2025 08:08:23 PM	27 Oct, 2025 10:00:45 PM	0:02:26		Internal
684182114329			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		28 Oct, 2025 01:48:03 PM	03 Nov, 2025 08:08:23 PM	27 Oct, 2025 10:00:45 PM	0:02:26		Internal
684182114329			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		28 Oct, 2025 01:48:03 PM	03 Nov, 2025 08:08:23 PM	27 Oct, 2025 10:00:45 PM	0:02:26		Internal
685361913298			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Nov, 2025 05:00:32 PM	03 Nov, 2025 08:15:56 PM	02 Nov, 2025 12:48:39 PM	0:02:27		Internal
685361913298			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Nov, 2025 05:00:32 PM	03 Nov, 2025 08:15:56 PM	02 Nov, 2025 12:48:39 PM	0:02:27		Internal
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685361913298			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		02 Nov, 2025 05:00:32 PM	03 Nov, 2025 08:15:56 PM	02 Nov, 2025 12:48:39 PM	0:02:27		Internal
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685361913298			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		02 Nov, 2025 05:00:32 PM	03 Nov, 2025 08:15:56 PM	02 Nov, 2025 12:48:39 PM	0:02:27		Internal
685361913298			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		02 Nov, 2025 05:00:32 PM	03 Nov, 2025 08:15:56 PM	02 Nov, 2025 12:48:39 PM	0:02:27		Internal
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685361913298	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	02 Nov, 2025 05:00:32 PM	03 Nov, 2025 08:15:56 PM	02 Nov, 2025 12:48:39 PM	0:02:27		Internal
685361913298			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Nov, 2025 05:00:32 PM	03 Nov, 2025 08:15:56 PM	02 Nov, 2025 12:48:39 PM	0:02:27		Internal
685361913298			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Nov, 2025 05:00:32 PM	03 Nov, 2025 08:15:56 PM	02 Nov, 2025 12:48:39 PM	0:02:27		Internal
685361913298			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Nov, 2025 05:00:32 PM	03 Nov, 2025 08:15:56 PM	02 Nov, 2025 12:48:39 PM	0:02:27		Internal
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685361913298			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Nov, 2025 05:00:32 PM	03 Nov, 2025 08:15:56 PM	02 Nov, 2025 12:48:39 PM	0:02:27		Internal
685361913298			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Nov, 2025 05:00:32 PM	03 Nov, 2025 08:15:56 PM	02 Nov, 2025 12:48:39 PM	0:02:27		Internal
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685361913298			CTE_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 Nov, 2025 05:00:32 PM	03 Nov, 2025 08:15:56 PM	02 Nov, 2025 12:48:39 PM	0:02:27		Internal
685361913298			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Nov, 2025 05:00:32 PM	03 Nov, 2025 08:15:56 PM	02 Nov, 2025 12:48:39 PM	0:02:27		Internal
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685361913298			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Nov, 2025 05:00:32 PM	03 Nov, 2025 08:15:56 PM	02 Nov, 2025 12:48:39 PM	0:02:27		Internal
685361912250			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		02 Nov, 2025 01:01:22 PM	03 Nov, 2025 10:24:17 PM	02 Nov, 2025 11:35:06 AM	0:04:20		Internal
685361912250			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		02 Nov, 2025 01:01:22 PM	03 Nov, 2025 10:24:17 PM	02 Nov, 2025 11:35:06 AM	0:04:20		Internal
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685361912250			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		02 Nov, 2025 01:01:22 PM	03 Nov, 2025 10:24:17 PM	02 Nov, 2025 11:35:06 AM	0:04:20		Internal
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685361912250			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		02 Nov, 2025 01:01:22 PM	03 Nov, 2025 10:24:17 PM	02 Nov, 2025 11:35:06 AM	0:04:20		Internal
685361912250			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		02 Nov, 2025 01:01:22 PM	03 Nov, 2025 10:24:17 PM	02 Nov, 2025 11:35:06 AM	0:04:20		Internal
685361912250			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		02 Nov, 2025 01:01:22 PM	03 Nov, 2025 10:24:17 PM	02 Nov, 2025 11:35:06 AM	0:04:20		Internal
685361912250			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		02 Nov, 2025 01:01:22 PM	03 Nov, 2025 10:24:17 PM	02 Nov, 2025 11:35:06 AM	0:04:20		Internal
685361912250			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		02 Nov, 2025 01:01:22 PM	03 Nov, 2025 10:24:17 PM	02 Nov, 2025 11:35:06 AM	0:04:20		Internal
685361912250			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		02 Nov, 2025 01:01:22 PM	03 Nov, 2025 10:24:17 PM	02 Nov, 2025 11:35:06 AM	0:04:20		Internal
685361912250			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		02 Nov, 2025 01:01:22 PM	03 Nov, 2025 10:24:17 PM	02 Nov, 2025 11:35:06 AM	0:04:20		Internal
685361912250			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		02 Nov, 2025 01:01:22 PM	03 Nov, 2025 10:24:17 PM	02 Nov, 2025 11:35:06 AM	0:04:20		Internal
685361912250			CTE_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 Nov, 2025 01:01:22 PM	03 Nov, 2025 10:24:17 PM	02 Nov, 2025 11:35:06 AM	0:04:20		Internal
685361912250			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		02 Nov, 2025 01:01:22 PM	03 Nov, 2025 10:24:17 PM	02 Nov, 2025 11:35:06 AM	0:04:20		Internal
685361912250			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		02 Nov, 2025 01:01:22 PM	03 Nov, 2025 10:24:17 PM	02 Nov, 2025 11:35:06 AM	0:04:20		Internal
685361912250			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		02 Nov, 2025 01:01:22 PM	03 Nov, 2025 10:24:17 PM	02 Nov, 2025 11:35:06 AM	0:04:20		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
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685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
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685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 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
685361953644	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685361953644			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Nov, 2025 11:04:09 PM	03 Nov, 2025 11:12:01 PM	03 Nov, 2025 01:51:27 PM	0:04:32		Internal
685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
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685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
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685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
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685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
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685362034057			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 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
685362034057			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		03 Nov, 2025 11:16:54 PM	03 Nov, 2025 11:29:55 PM	03 Nov, 2025 06:47:54 PM	0:05:24		Internal
684182240653			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		30 Oct, 2025 03:32:43 AM	04 Nov, 2025 12:25:14 AM	28 Oct, 2025 07:24:48 PM	0:03:37		Internal
684182240653			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		30 Oct, 2025 03:32:43 AM	04 Nov, 2025 12:25:14 AM	28 Oct, 2025 07:24:48 PM	0:03:37		Internal
684182240653			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		30 Oct, 2025 03:32:43 AM	04 Nov, 2025 12:25:14 AM	28 Oct, 2025 07:24:48 PM	0:03:37		Internal
684182240653			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		30 Oct, 2025 03:32:43 AM	04 Nov, 2025 12:25:14 AM	28 Oct, 2025 07:24:48 PM	0:03:37		Internal
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684182240653			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		30 Oct, 2025 03:32:43 AM	04 Nov, 2025 12:25:14 AM	28 Oct, 2025 07:24:48 PM	0:03:37		Internal
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684182240653			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		30 Oct, 2025 03:32:43 AM	04 Nov, 2025 12:25:14 AM	28 Oct, 2025 07:24:48 PM	0:03:37		Internal
684182240653			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		30 Oct, 2025 03:32:43 AM	04 Nov, 2025 12:25:14 AM	28 Oct, 2025 07:24:48 PM	0:03:37		Internal
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684182240653			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		30 Oct, 2025 03:32:43 AM	04 Nov, 2025 12:25:14 AM	28 Oct, 2025 07:24:48 PM	0:03:37		Internal
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684182240653	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	30 Oct, 2025 03:32:43 AM	04 Nov, 2025 12:25:14 AM	28 Oct, 2025 07:24:48 PM	0:03:37		Internal
684182240653			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		30 Oct, 2025 03:32:43 AM	04 Nov, 2025 12:25:14 AM	28 Oct, 2025 07:24:48 PM	0:03:37		Internal
684182240653			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		30 Oct, 2025 03:32:43 AM	04 Nov, 2025 12:25:14 AM	28 Oct, 2025 07:24:48 PM	0:03:37		Internal
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684182240653			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		30 Oct, 2025 03:32:43 AM	04 Nov, 2025 12:25:14 AM	28 Oct, 2025 07:24:48 PM	0:03:37		Internal
684182240653			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		30 Oct, 2025 03:32:43 AM	04 Nov, 2025 12:25:14 AM	28 Oct, 2025 07:24:48 PM	0:03:37		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_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 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685362165659			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Nov, 2025 01:49:55 PM	04 Nov, 2025 01:52:31 PM	04 Nov, 2025 02:35:35 AM	0:04:08		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 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
685361947883	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
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685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
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685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685361947883			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Nov, 2025 03:03:17 PM	04 Nov, 2025 03:19:43 PM	03 Nov, 2025 01:15:11 PM	0:02:41		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
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685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 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
685362197432	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	[redacted]	04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_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 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685362197432			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Nov, 2025 03:34:50 PM	04 Nov, 2025 03:54:15 PM	04 Nov, 2025 02:35:00 PM	0:05:12		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361875903			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Nov, 2025 04:51:04 PM	04 Nov, 2025 04:57:00 PM	01 Nov, 2025 01:47:30 PM	0:03:10		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 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
685361948995	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	[redacted]	04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
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685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
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685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
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685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
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685361948995			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 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685361948995			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Nov, 2025 04:46:29 PM	04 Nov, 2025 05:03:20 PM	03 Nov, 2025 01:33:35 PM	0:04:22		Internal
685362141431			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Nov, 2025 04:52:46 PM	04 Nov, 2025 05:07:39 PM	03 Nov, 2025 11:13:18 PM	0:04:14		Internal
685362141431			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Nov, 2025 04:52:46 PM	04 Nov, 2025 05:07:39 PM	03 Nov, 2025 11:13:18 PM	0:04:14		Internal
685362141431			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Nov, 2025 04:52:46 PM	04 Nov, 2025 05:07:39 PM	03 Nov, 2025 11:13:18 PM	0:04:14		Internal
685362141431			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Nov, 2025 04:52:46 PM	04 Nov, 2025 05:07:39 PM	03 Nov, 2025 11:13:18 PM	0:04:14		Internal
685362141431			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Nov, 2025 04:52:46 PM	04 Nov, 2025 05:07:39 PM	03 Nov, 2025 11:13:18 PM	0:04:14		Internal
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685362141431			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Nov, 2025 04:52:46 PM	04 Nov, 2025 05:07:39 PM	03 Nov, 2025 11:13:18 PM	0:04:14		Internal
685362141431			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Nov, 2025 04:52:46 PM	04 Nov, 2025 05:07:39 PM	03 Nov, 2025 11:13:18 PM	0:04:14		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362141431	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	04 Nov, 2025 04:52:46 PM	04 Nov, 2025 05:07:39 PM	03 Nov, 2025 11:13:18 PM	0:04:14		Internal
685362141431			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Nov, 2025 04:52:46 PM	04 Nov, 2025 05:07:39 PM	03 Nov, 2025 11:13:18 PM	0:04:14		Internal
685362141431			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Nov, 2025 04:52:46 PM	04 Nov, 2025 05:07:39 PM	03 Nov, 2025 11:13:18 PM	0:04:14		Internal
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685362141431			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Nov, 2025 04:52:46 PM	04 Nov, 2025 05:07:39 PM	03 Nov, 2025 11:13:18 PM	0:04:14		Internal
685362141431			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Nov, 2025 04:52:46 PM	04 Nov, 2025 05:07:39 PM	03 Nov, 2025 11:13:18 PM	0:04:14		Internal
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685362141431			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 Nov, 2025 04:52:46 PM	04 Nov, 2025 05:07:39 PM	03 Nov, 2025 11:13:18 PM	0:04:14		Internal
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685362141431			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Nov, 2025 04:52:46 PM	04 Nov, 2025 05:07:39 PM	03 Nov, 2025 11:13:18 PM	0:04:14		Internal
685362141431			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Nov, 2025 04:52:46 PM	04 Nov, 2025 05:07:39 PM	03 Nov, 2025 11:13:18 PM	0:04:14		Internal
685361896655			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Nov, 2025 05:06:20 PM	04 Nov, 2025 05:13:01 PM	01 Nov, 2025 06:38:40 PM	0:03:55		Internal
685361896655			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Nov, 2025 05:06:20 PM	04 Nov, 2025 05:13:01 PM	01 Nov, 2025 06:38:40 PM	0:03:55		Internal
685361896655			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Nov, 2025 05:06:20 PM	04 Nov, 2025 05:13:01 PM	01 Nov, 2025 06:38:40 PM	0:03:55		Internal
685361896655			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Nov, 2025 05:06:20 PM	04 Nov, 2025 05:13:01 PM	01 Nov, 2025 06:38:40 PM	0:03:55		Internal
685361896655			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Nov, 2025 05:06:20 PM	04 Nov, 2025 05:13:01 PM	01 Nov, 2025 06:38:40 PM	0:03:55		Internal
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685361896655			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Nov, 2025 05:06:20 PM	04 Nov, 2025 05:13:01 PM	01 Nov, 2025 06:38:40 PM	0:03:55		Internal
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685361896655			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Nov, 2025 05:06:20 PM	04 Nov, 2025 05:13:01 PM	01 Nov, 2025 06:38:40 PM	0:03:55		Internal
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685361896655			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		04 Nov, 2025 05:06:20 PM	04 Nov, 2025 05:13:01 PM	01 Nov, 2025 06:38:40 PM	0:03:55		Internal
685361896655			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Nov, 2025 05:06:20 PM	04 Nov, 2025 05:13:01 PM	01 Nov, 2025 06:38:40 PM	0:03:55		Internal
685361896655			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Nov, 2025 05:06:20 PM	04 Nov, 2025 05:13:01 PM	01 Nov, 2025 06:38:40 PM	0:03:55		Internal
685361896655			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Nov, 2025 05:06:20 PM	04 Nov, 2025 05:13:01 PM	01 Nov, 2025 06:38:40 PM	0:03:55		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
685361887059	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
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685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_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 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685361887059			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	04 Nov, 2025 05:24:16 PM	04 Nov, 2025 05:29:04 PM	01 Nov, 2025 04:02:47 PM	0:03:45		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 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
685362199673	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
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685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_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 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362199673			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Nov, 2025 05:44:16 PM	04 Nov, 2025 06:02:50 PM	04 Nov, 2025 02:43:15 PM	0:05:41		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
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685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 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
685362153332	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
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685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362153332			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Nov, 2025 06:59:14 PM	04 Nov, 2025 07:04:08 PM	03 Nov, 2025 11:02:06 PM	0:02:53		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_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 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362082188			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		04 Nov, 2025 08:10:44 PM	04 Nov, 2025 08:20:09 PM	03 Nov, 2025 09:06:04 PM	0:03:17		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362333127	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	[redacted]	05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
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685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
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685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_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 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362333127			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Nov, 2025 02:08:34 PM	05 Nov, 2025 02:13:38 PM	04 Nov, 2025 09:33:51 PM	0:03:43		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
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685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
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685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362232012	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	[redacted]	05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			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 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362232012			CTE_Police_Fire		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Nov, 2025 06:00:57 AM	05 Nov, 2025 03:51:14 PM	04 Nov, 2025 04:00:28 PM	0:02:09		Internal
685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
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685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
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685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
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685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
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685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
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685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
685362258870			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 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
685362258870			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 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
685362258870			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Nov, 2025 04:12:44 PM	05 Nov, 2025 04:25:27 PM	04 Nov, 2025 07:22:21 PM	0:02:46		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 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
685362403509	[redacted]	[redacted]	CTE_Bus_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	[redacted]	05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			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		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362403509			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Nov, 2025 04:48:26 PM	05 Nov, 2025 05:01:00 PM	05 Nov, 2025 04:42:05 PM	0:04:26		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
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685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			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 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			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 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362322663			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Nov, 2025 05:02:07 PM	05 Nov, 2025 06:04:41 PM	04 Nov, 2025 10:23:59 PM	0:03:43		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 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
685362350560	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	[redacted]	05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	ls,	05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685362350560			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Nov, 2025 06:47:11 PM	05 Nov, 2025 06:50:00 PM	04 Nov, 2025 10:56:14 PM	0:03:39		Internal
685361974730			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Nov, 2025 07:41:52 PM	05 Nov, 2025 07:48:21 PM	03 Nov, 2025 02:36:19 PM	0:02:46		Internal
685361974730			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Nov, 2025 07:41:52 PM	05 Nov, 2025 07:48:21 PM	03 Nov, 2025 02:36:19 PM	0:02:46		Internal
685361974730			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Nov, 2025 07:41:52 PM	05 Nov, 2025 07:48:21 PM	03 Nov, 2025 02:36:19 PM	0:02:46		Internal
685361974730			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Nov, 2025 07:41:52 PM	05 Nov, 2025 07:48:21 PM	03 Nov, 2025 02:36:19 PM	0:02:46		Internal
685361974730			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Nov, 2025 07:41:52 PM	05 Nov, 2025 07:48:21 PM	03 Nov, 2025 02:36:19 PM	0:02:46		Internal
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685361974730			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Nov, 2025 07:41:52 PM	05 Nov, 2025 07:48:21 PM	03 Nov, 2025 02:36:19 PM	0:02:46		Internal
685361974730			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Nov, 2025 07:41:52 PM	05 Nov, 2025 07:48:21 PM	03 Nov, 2025 02:36:19 PM	0:02:46		Internal
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685361974730			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Nov, 2025 07:41:52 PM	05 Nov, 2025 07:48:21 PM	03 Nov, 2025 02:36:19 PM	0:02:46		Internal
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685361974730	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	05 Nov, 2025 07:41:52 PM	05 Nov, 2025 07:48:21 PM	03 Nov, 2025 02:36:19 PM	0:02:46		Internal
685361974730			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	05 Nov, 2025 07:41:52 PM	05 Nov, 2025 07:48:21 PM	03 Nov, 2025 02:36:19 PM	0:02:46		Internal
685361974730			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	05 Nov, 2025 07:41:52 PM	05 Nov, 2025 07:48:21 PM	03 Nov, 2025 02:36:19 PM	0:02:46		Internal
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685361974730			CTE_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 Nov, 2025 07:41:52 PM	05 Nov, 2025 07:48:21 PM	03 Nov, 2025 02:36:19 PM	0:02:46		Internal
685361974730			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	05 Nov, 2025 07:41:52 PM	05 Nov, 2025 07:48:21 PM	03 Nov, 2025 02:36:19 PM	0:02:46		Internal
685361974730			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	05 Nov, 2025 07:41:52 PM	05 Nov, 2025 07:48:21 PM	03 Nov, 2025 02:36:19 PM	0:02:46		Internal
685361974730			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	05 Nov, 2025 07:41:52 PM	05 Nov, 2025 07:48:21 PM	03 Nov, 2025 02:36:19 PM	0:02:46		Internal
685361928359			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	03 Nov, 2025 01:00:17 AM	05 Nov, 2025 08:27:13 PM	02 Nov, 2025 08:31:23 PM	0:02:20		Internal
685361928359			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	03 Nov, 2025 01:00:17 AM	05 Nov, 2025 08:27:13 PM	02 Nov, 2025 08:31:23 PM	0:02:20		Internal
685361928359			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	03 Nov, 2025 01:00:17 AM	05 Nov, 2025 08:27:13 PM	02 Nov, 2025 08:31:23 PM	0:02:20		Internal
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685361928359			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	03 Nov, 2025 01:00:17 AM	05 Nov, 2025 08:27:13 PM	02 Nov, 2025 08:31:23 PM	0:02:20		Internal
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685361928359			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	03 Nov, 2025 01:00:17 AM	05 Nov, 2025 08:27:13 PM	02 Nov, 2025 08:31:23 PM	0:02:20		Internal
685361928359			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	03 Nov, 2025 01:00:17 AM	05 Nov, 2025 08:27:13 PM	02 Nov, 2025 08:31:23 PM	0:02:20		Internal
685361866270			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	06 Nov, 2025 01:43:14 PM	06 Nov, 2025 01:47:02 PM	01 Nov, 2025 11:21:53 AM	0:04:15		Internal
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685361866270	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	06 Nov, 2025 01:43:14 PM	06 Nov, 2025 01:47:02 PM	01 Nov, 2025 11:21:53 AM	0:04:15		Internal
685361866270			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Nov, 2025 01:43:14 PM	06 Nov, 2025 01:47:02 PM	01 Nov, 2025 11:21:53 AM	0:04:15		Internal
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685362298030			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Nov, 2025 01:44:02 PM	06 Nov, 2025 01:51:12 PM	04 Nov, 2025 09:20:22 PM	0:03:16		Internal
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685362298030			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Nov, 2025 01:44:02 PM	06 Nov, 2025 01:51:12 PM	04 Nov, 2025 09:20:22 PM	0:03:16		Internal
685362298030			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Nov, 2025 01:44:02 PM	06 Nov, 2025 01:51:12 PM	04 Nov, 2025 09:20:22 PM	0:03:16		Internal
685362298030			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Nov, 2025 01:44:02 PM	06 Nov, 2025 01:51:12 PM	04 Nov, 2025 09:20:22 PM	0:03:16		Internal
685362298030			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Nov, 2025 01:44:02 PM	06 Nov, 2025 01:51:12 PM	04 Nov, 2025 09:20:22 PM	0:03:16		Internal
685362298030			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Nov, 2025 01:44:02 PM	06 Nov, 2025 01:51:12 PM	04 Nov, 2025 09:20:22 PM	0:03:16		Internal
685362298030			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Nov, 2025 01:44:02 PM	06 Nov, 2025 01:51:12 PM	04 Nov, 2025 09:20:22 PM	0:03:16		Internal
685362298030			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Nov, 2025 01:44:02 PM	06 Nov, 2025 01:51:12 PM	04 Nov, 2025 09:20:22 PM	0:03:16		Internal
685362298030			CTE_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 Nov, 2025 01:44:02 PM	06 Nov, 2025 01:51:12 PM	04 Nov, 2025 09:20:22 PM	0:03:16		Internal
685362298030			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Nov, 2025 01:44:02 PM	06 Nov, 2025 01:51:12 PM	04 Nov, 2025 09:20:22 PM	0:03:16		Internal
685362298030			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Nov, 2025 01:44:02 PM	06 Nov, 2025 01:51:12 PM	04 Nov, 2025 09:20:22 PM	0:03:16		Internal
685362298030			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Nov, 2025 01:44:02 PM	06 Nov, 2025 01:51:12 PM	04 Nov, 2025 09:20:22 PM	0:03:16		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362095414	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			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 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362095414			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	05 Nov, 2025 06:00:58 AM	06 Nov, 2025 02:00:11 PM	03 Nov, 2025 09:45:56 PM	0:02:09		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
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685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 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
685362547767	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbo	[redacted]	06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_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 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362547767			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Nov, 2025 01:59:52 PM	06 Nov, 2025 02:15:41 PM	06 Nov, 2025 01:23:35 PM	0:04:27		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbo		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbo		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbo		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
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685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbo		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
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685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbo		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
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685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685362498401			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Nov, 2025 02:54:47 PM	06 Nov, 2025 03:15:36 PM	05 Nov, 2025 08:58:20 PM	0:02:07		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 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
685361881710	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	[redacted]	06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
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685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
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685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_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 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685361881710			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Nov, 2025 03:20:01 PM	06 Nov, 2025 03:23:08 PM	01 Nov, 2025 02:54:49 PM	0:03:05		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
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685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
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685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
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685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal

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685362564851	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362564851			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Nov, 2025 03:27:34 PM	06 Nov, 2025 03:34:56 PM	06 Nov, 2025 03:20:13 PM	0:03:31		Internal
685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
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685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
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685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
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685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
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685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
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685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
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685362567969			CTE_Bus_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Nov, 2025 03:39:23 PM	06 Nov, 2025 03:48:30 PM	06 Nov, 2025 03:25:50 PM	0:06:48		Internal
685361963655			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Nov, 2025 03:41:00 PM	06 Nov, 2025 03:59:06 PM	03 Nov, 2025 02:29:17 PM	0:02:45		Internal
685361963655			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Nov, 2025 03:41:00 PM	06 Nov, 2025 03:59:06 PM	03 Nov, 2025 02:29:17 PM	0:02:45		Internal
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685361963655			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Nov, 2025 03:41:00 PM	06 Nov, 2025 03:59:06 PM	03 Nov, 2025 02:29:17 PM	0:02:45		Internal

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685361963655	[redacted]		CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	06 Nov, 2025 03:41:00 PM	06 Nov, 2025 03:59:06 PM	03 Nov, 2025 02:29:17 PM	0:02:45		Internal
685361963655			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Nov, 2025 03:41:00 PM	06 Nov, 2025 03:59:06 PM	03 Nov, 2025 02:29:17 PM	0:02:45		Internal
685361963655			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Nov, 2025 03:41:00 PM	06 Nov, 2025 03:59:06 PM	03 Nov, 2025 02:29:17 PM	0:02:45		Internal
685361963655			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Nov, 2025 03:41:00 PM	06 Nov, 2025 03:59:06 PM	03 Nov, 2025 02:29:17 PM	0:02:45		Internal
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685361963655			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Nov, 2025 03:41:00 PM	06 Nov, 2025 03:59:06 PM	03 Nov, 2025 02:29:17 PM	0:02:45		Internal
685361963655			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Nov, 2025 03:41:00 PM	06 Nov, 2025 03:59:06 PM	03 Nov, 2025 02:29:17 PM	0:02:45		Internal
685361963655			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Nov, 2025 03:41:00 PM	06 Nov, 2025 03:59:06 PM	03 Nov, 2025 02:29:17 PM	0:02:45		Internal
685361963655			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Nov, 2025 03:41:00 PM	06 Nov, 2025 03:59:06 PM	03 Nov, 2025 02:29:17 PM	0:02:45		Internal
685361963655			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Nov, 2025 03:41:00 PM	06 Nov, 2025 03:59:06 PM	03 Nov, 2025 02:29:17 PM	0:02:45		Internal
685361963655			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Nov, 2025 03:41:00 PM	06 Nov, 2025 03:59:06 PM	03 Nov, 2025 02:29:17 PM	0:02:45		Internal
685361963655			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Nov, 2025 03:41:00 PM	06 Nov, 2025 03:59:06 PM	03 Nov, 2025 02:29:17 PM	0:02:45		Internal
685361963655			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Nov, 2025 03:41:00 PM	06 Nov, 2025 03:59:06 PM	03 Nov, 2025 02:29:17 PM	0:02:45		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
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685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
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685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
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685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685362451135			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Nov, 2025 04:17:02 PM	06 Nov, 2025 04:21:19 PM	05 Nov, 2025 07:40:15 PM	0:04:30		Internal
685361973648			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Nov, 2025 04:09:27 PM	06 Nov, 2025 04:22:47 PM	03 Nov, 2025 02:32:24 PM	0:03:16		Internal
685361973648			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Nov, 2025 04:09:27 PM	06 Nov, 2025 04:22:47 PM	03 Nov, 2025 02:32:24 PM	0:03:16		Internal
685361973648			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Nov, 2025 04:09:27 PM	06 Nov, 2025 04:22:47 PM	03 Nov, 2025 02:32:24 PM	0:03:16		Internal
685361973648			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Nov, 2025 04:09:27 PM	06 Nov, 2025 04:22:47 PM	03 Nov, 2025 02:32:24 PM	0:03:16		Internal
685361973648			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Nov, 2025 04:09:27 PM	06 Nov, 2025 04:22:47 PM	03 Nov, 2025 02:32:24 PM	0:03:16		Internal
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Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685361973648	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	06 Nov, 2025 04:09:27 PM	06 Nov, 2025 04:22:47 PM	03 Nov, 2025 02:32:24 PM	0:03:16		Internal
685361973648			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Nov, 2025 04:09:27 PM	06 Nov, 2025 04:22:47 PM	03 Nov, 2025 02:32:24 PM	0:03:16		Internal
685361973648			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Nov, 2025 04:09:27 PM	06 Nov, 2025 04:22:47 PM	03 Nov, 2025 02:32:24 PM	0:03:16		Internal
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685361973648			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Nov, 2025 04:09:27 PM	06 Nov, 2025 04:22:47 PM	03 Nov, 2025 02:32:24 PM	0:03:16		Internal
685361973648			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Nov, 2025 04:09:27 PM	06 Nov, 2025 04:22:47 PM	03 Nov, 2025 02:32:24 PM	0:03:16		Internal
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685361973648			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Nov, 2025 04:09:27 PM	06 Nov, 2025 04:22:47 PM	03 Nov, 2025 02:32:24 PM	0:03:16		Internal
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685361973648			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Nov, 2025 04:09:27 PM	06 Nov, 2025 04:22:47 PM	03 Nov, 2025 02:32:24 PM	0:03:16		Internal
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685361973648			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Nov, 2025 04:09:27 PM	06 Nov, 2025 04:22:47 PM	03 Nov, 2025 02:32:24 PM	0:03:16		Internal
685361973648			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Nov, 2025 04:09:27 PM	06 Nov, 2025 04:22:47 PM	03 Nov, 2025 02:32:24 PM	0:03:16		Internal
685362552378			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Nov, 2025 04:43:04 PM	06 Nov, 2025 04:54:32 PM	06 Nov, 2025 01:56:44 PM	0:04:49		Internal
685362552378			CTE_Res_FT		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Nov, 2025 04:43:04 PM	06 Nov, 2025 04:54:32 PM	06 Nov, 2025 01:56:44 PM	0:04:49		Internal
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685362552378			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Nov, 2025 04:43:04 PM	06 Nov, 2025 04:54:32 PM	06 Nov, 2025 01:56:44 PM	0:04:49		Internal
685362552378			CTE_Res_FT		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Nov, 2025 04:43:04 PM	06 Nov, 2025 04:54:32 PM	06 Nov, 2025 01:56:44 PM	0:04:49		Internal
685362552378			CTE_Res_FT		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Nov, 2025 04:43:04 PM	06 Nov, 2025 04:54:32 PM	06 Nov, 2025 01:56:44 PM	0:04:49		Internal
685362552378			CTE_Res_FT		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Nov, 2025 04:43:04 PM	06 Nov, 2025 04:54:32 PM	06 Nov, 2025 01:56:44 PM	0:04:49		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362234145	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	[redacted]	06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362234145			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Nov, 2025 05:26:26 PM	06 Nov, 2025 05:34:22 PM	04 Nov, 2025 05:29:03 PM	0:02:04		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_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 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362448767			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Nov, 2025 05:28:40 PM	06 Nov, 2025 07:30:46 PM	05 Nov, 2025 07:23:48 PM	0:06:11		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 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
685362549319	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362549319			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Nov, 2025 07:34:16 PM	06 Nov, 2025 07:59:37 PM	06 Nov, 2025 01:57:10 PM	0:06:27		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_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 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362542835			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Nov, 2025 07:54:07 PM	06 Nov, 2025 08:24:02 PM	06 Nov, 2025 11:17:24 AM	0:02:40		Internal
685362320003			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362320003	J	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_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 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362320003	J		CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		05 Nov, 2025 06:01:09 PM	07 Nov, 2025 02:54:53 PM	04 Nov, 2025 08:46:32 PM	0:09:12		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542982	B		CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362542	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542			CTE_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 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362542			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Nov, 2025 03:04:21 PM	07 Nov, 2025 03:07:51 PM	06 Nov, 2025 11:25:13 AM	0:03:05		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
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685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
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685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			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 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362649			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Nov, 2025 03:26:52 PM	07 Nov, 2025 03:30:11 PM	06 Nov, 2025 09:01:42 PM	0:04:16		Internal
685362564			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
685362564			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
685362564			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
685362564			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
685362564			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
685362564			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 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
68536256445	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_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 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536256445			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Nov, 2025 03:47:52 PM	07 Nov, 2025 04:14:13 PM	06 Nov, 2025 03:10:15 PM	0:06:04		Internal
68536276203			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
68536276203			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
68536276203			CTE_Bus_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
68536276203			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
68536276203			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
68536276203			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
68536276203			CTE_Bus_Billing		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
68536276203			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
68536276203			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
68536276203			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
68536276203			CTE_Bus_Billing		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 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
685362762039	[redacted]	[redacted]	CTE_Bus_Billing	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
685362762039			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
685362762039			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
685362762039			CTE_Bus_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
685362762039			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
685362762039			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
685362762039			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
685362762039			CTE_Bus_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
685362762039			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
685362762039			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
685362762039			CTE_Bus_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
685362762039			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
685362762039			CTE_Bus_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
685362762039			CTE_Bus_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
685362762039			CTE_Bus_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Nov, 2025 06:07:42 PM	07 Nov, 2025 06:16:16 PM	07 Nov, 2025 05:51:07 PM	0:03:11		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362386406	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	[redacted]	07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_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 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362386406			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Nov, 2025 06:12:49 PM	07 Nov, 2025 07:01:42 PM	05 Nov, 2025 03:24:36 PM	0:05:33		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_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 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362371363			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Nov, 2025 07:12:30 PM	07 Nov, 2025 07:21:25 PM	05 Nov, 2025 01:30:02 PM	0:05:49		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
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685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362252859	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
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685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
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685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_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 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362252859			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Nov, 2025 07:40:43 PM	07 Nov, 2025 07:57:29 PM	04 Nov, 2025 05:06:45 PM	0:05:00		Internal
685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
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685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
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685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
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685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
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685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 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
685362680038	[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]	10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
685362680038			CTE_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 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
685362680038			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 12:27:43 PM	10 Nov, 2025 12:46:38 PM	06 Nov, 2025 09:51:25 PM	0:07:16		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
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685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
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685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
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685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
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685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362818838			CTE_Bus_Resolution_Escalation		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 12:42:09 PM	10 Nov, 2025 12:52:53 PM	07 Nov, 2025 09:53:14 PM	0:02:55		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal

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685362796552	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	[redacted]	10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
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685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
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685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 12:57:19 PM	10 Nov, 2025 01:26:34 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbo		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbo		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
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685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
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685362712749	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
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685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
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685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
685362712749			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 12:56:33 PM	10 Nov, 2025 01:35:03 PM	07 Nov, 2025 02:23:09 PM	0:02:16		Internal
685362251636			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 03:20:05 PM	10 Nov, 2025 03:37:59 PM	04 Nov, 2025 05:04:50 PM	0:02:46		Internal
685362251636			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 03:20:05 PM	10 Nov, 2025 03:37:59 PM	04 Nov, 2025 05:04:50 PM	0:02:46		Internal
685362251636			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 03:20:05 PM	10 Nov, 2025 03:37:59 PM	04 Nov, 2025 05:04:50 PM	0:02:46		Internal
685362251636			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 03:20:05 PM	10 Nov, 2025 03:37:59 PM	04 Nov, 2025 05:04:50 PM	0:02:46		Internal
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685362251636			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 03:20:05 PM	10 Nov, 2025 03:37:59 PM	04 Nov, 2025 05:04:50 PM	0:02:46		Internal
685362251636			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 03:20:05 PM	10 Nov, 2025 03:37:59 PM	04 Nov, 2025 05:04:50 PM	0:02:46		Internal
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685362251636			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 03:20:05 PM	10 Nov, 2025 03:37:59 PM	04 Nov, 2025 05:04:50 PM	0:02:46		Internal
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685362251636	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	[redacted]	10 Nov, 2025 03:20:05 PM	10 Nov, 2025 03:37:59 PM	04 Nov, 2025 05:04:50 PM	0:02:46		Internal
685362251636			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 03:20:05 PM	10 Nov, 2025 03:37:59 PM	04 Nov, 2025 05:04:50 PM	0:02:46		Internal
685362251636			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 03:20:05 PM	10 Nov, 2025 03:37:59 PM	04 Nov, 2025 05:04:50 PM	0:02:46		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			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 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362710348			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		07 Nov, 2025 02:30:48 PM	10 Nov, 2025 03:46:38 PM	07 Nov, 2025 02:05:35 PM	0:05:42		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 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
685362933786	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_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 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362933786			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 03:46:37 PM	10 Nov, 2025 03:59:19 PM	10 Nov, 2025 03:31:10 PM	0:03:48		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
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685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
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685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_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 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362832684			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 04:30:02 PM	10 Nov, 2025 04:37:01 PM	07 Nov, 2025 09:35:59 PM	0:03:30		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362733964	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
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685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362733964			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 05:07:21 PM	10 Nov, 2025 05:14:03 PM	07 Nov, 2025 04:06:23 PM	0:04:33		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362951699	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_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 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362951699			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 06:10:36 PM	10 Nov, 2025 06:37:45 PM	10 Nov, 2025 04:29:53 PM	0:05:36		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
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685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
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685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
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685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362772480			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 07:31:53 PM	10 Nov, 2025 07:34:50 PM	07 Nov, 2025 05:48:33 PM	0:02:04		Internal
685362375742			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375742			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375742			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375742			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375742			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375742			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question T		Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362375	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
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685362375			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
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685362375			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375			CTE_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 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362375			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 07:07:34 PM	10 Nov, 2025 07:47:33 PM	05 Nov, 2025 02:36:21 PM	0:02:16		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362850716	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	[redacted]	10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850716			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850716			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850716			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850716			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850716			CTE_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 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850716			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850716			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362850716			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 07:57:41 PM	10 Nov, 2025 08:08:51 PM	08 Nov, 2025 01:52:18 AM	0:05:13		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362823156			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 08:11:09 PM	10 Nov, 2025 08:18:20 PM	07 Nov, 2025 09:42:54 PM	0:03:06		Internal
685362408817			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408817			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408817			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408817			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408817			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408817			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 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
685362408	[redacted]	[redacted]	CTE_Res_Default	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			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 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362408			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		06 Nov, 2025 06:00:44 PM	10 Nov, 2025 10:15:19 PM	05 Nov, 2025 04:52:37 PM	0:07:22		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
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685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 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
685362981929	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	[redacted]	12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981929			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981929			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981929			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362981929			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 01:33:15 PM	12 Nov, 2025 01:36:54 PM	10 Nov, 2025 06:31:46 PM	0:03:21		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
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685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
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685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
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685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
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685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			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 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685362463466			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 01:57:08 PM	12 Nov, 2025 02:03:56 PM	05 Nov, 2025 06:56:41 PM	0:02:32		Internal
685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
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685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
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685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685363081881	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	[redacted]	12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
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685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
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685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363081881			CTE_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 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363081881			CTE_Res_Outage		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 02:21:38 PM	12 Nov, 2025 02:34:58 PM	11 Nov, 2025 12:26:53 AM	0:02:19		Internal
685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
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685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
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685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
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685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
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685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
685363060848			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 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 PM	0:05:31		Internal
685363060848			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Nov, 2025 11:31:04 PM	12 Nov, 2025 03:21:26 PM	10 Nov, 2025 11:10:21 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
685363031817	[redacted]	[redacted]	CTE_Res_Billing	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685363031817			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 03:34:16 PM	12 Nov, 2025 03:36:38 PM	10 Nov, 2025 09:33:30 PM	0:03:18		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362841441			CTE_Res_Default		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 03:58:36 PM	12 Nov, 2025 04:01:46 PM	07 Nov, 2025 10:47:35 PM	0:02:33		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 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
685362893230	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	[redacted]	09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_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 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685362893230			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		09 Nov, 2025 09:01:13 PM	12 Nov, 2025 04:44:55 PM	09 Nov, 2025 07:14:14 PM	0:08:42		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
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685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
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685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			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		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363182421			CTE_Bus_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 04:57:17 PM	12 Nov, 2025 05:01:04 PM	12 Nov, 2025 03:51:29 PM	0:03:38		Internal
685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 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
685363038779	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	[redacted]	12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
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685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
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685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
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685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
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685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
685363038779			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 05:15:38 PM	12 Nov, 2025 05:30:46 PM	10 Nov, 2025 09:54:18 PM	0:05:05		Internal
685363065463			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 06:08:13 PM	12 Nov, 2025 06:13:26 PM	10 Nov, 2025 11:22:12 PM	0:03:32		Internal
685363065463			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 06:08:13 PM	12 Nov, 2025 06:13:26 PM	10 Nov, 2025 11:22:12 PM	0:03:32		Internal
685363065463			CTE_Res_Payment		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 06:08:13 PM	12 Nov, 2025 06:13:26 PM	10 Nov, 2025 11:22:12 PM	0:03:32		Internal
685363065463			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 06:08:13 PM	12 Nov, 2025 06:13:26 PM	10 Nov, 2025 11:22:12 PM	0:03:32		Internal
685363065463			CTE_Res_Payment		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 06:08:13 PM	12 Nov, 2025 06:13:26 PM	10 Nov, 2025 11:22:12 PM	0:03:32		Internal
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685363065463			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 06:08:13 PM	12 Nov, 2025 06:13:26 PM	10 Nov, 2025 11:22:12 PM	0:03:32		Internal
685363065463			CTE_Res_Payment		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 06:08:13 PM	12 Nov, 2025 06:13:26 PM	10 Nov, 2025 11:22:12 PM	0:03:32		Internal
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685363065463	[redacted]	[redacted]	CTE_Res_Payment	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	12 Nov, 2025 06:08:13 PM	12 Nov, 2025 06:13:26 PM	10 Nov, 2025 11:22:12 PM	0:03:32		Internal
685363065463			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 06:08:13 PM	12 Nov, 2025 06:13:26 PM	10 Nov, 2025 11:22:12 PM	0:03:32		Internal
685363065463			CTE_Res_Payment		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 06:08:13 PM	12 Nov, 2025 06:13:26 PM	10 Nov, 2025 11:22:12 PM	0:03:32		Internal
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685363065463			CTE_Res_Payment		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Nov, 2025 06:08:13 PM	12 Nov, 2025 06:13:26 PM	10 Nov, 2025 11:22:12 PM	0:03:32		Internal
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685363065463			CTE_Res_Payment		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 06:08:13 PM	12 Nov, 2025 06:13:26 PM	10 Nov, 2025 11:22:12 PM	0:03:32		Internal
685363065463			CTE_Res_Payment		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 06:08:13 PM	12 Nov, 2025 06:13:26 PM	10 Nov, 2025 11:22:12 PM	0:03:32		Internal
685363176233			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 06:23:17 PM	12 Nov, 2025 06:29:14 PM	12 Nov, 2025 03:18:08 PM	0:04:30		Internal
685363176233			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 06:23:17 PM	12 Nov, 2025 06:29:14 PM	12 Nov, 2025 03:18:08 PM	0:04:30		Internal
685363176233			CTE_Res_Billing		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 06:23:17 PM	12 Nov, 2025 06:29:14 PM	12 Nov, 2025 03:18:08 PM	0:04:30		Internal
685363176233			CTE_Res_Billing		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 06:23:17 PM	12 Nov, 2025 06:29:14 PM	12 Nov, 2025 03:18:08 PM	0:04:30		Internal
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685363176233			CTE_Res_Billing		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 06:23:17 PM	12 Nov, 2025 06:29:14 PM	12 Nov, 2025 03:18:08 PM	0:04:30		Internal
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685363176233			CTE_Res_Billing		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 06:23:17 PM	12 Nov, 2025 06:29:14 PM	12 Nov, 2025 03:18:08 PM	0:04:30		Internal
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685363176233			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Nov, 2025 06:23:17 PM	12 Nov, 2025 06:29:14 PM	12 Nov, 2025 03:18:08 PM	0:04:30		Internal
685363176233			CTE_Res_Billing		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Nov, 2025 06:23:17 PM	12 Nov, 2025 06:29:14 PM	12 Nov, 2025 03:18:08 PM	0:04:30		Internal
685363176233			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Nov, 2025 06:23:17 PM	12 Nov, 2025 06:29:14 PM	12 Nov, 2025 03:18:08 PM	0:04:30		Internal
685363176233			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Nov, 2025 06:23:17 PM	12 Nov, 2025 06:29:14 PM	12 Nov, 2025 03:18:08 PM	0:04:30		Internal
685363176233			CTE_Res_Billing		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Nov, 2025 06:23:17 PM	12 Nov, 2025 06:29:14 PM	12 Nov, 2025 03:18:08 PM	0:04:30		Internal
685363176233			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 Nov, 2025 06:23:17 PM	12 Nov, 2025 06:29:14 PM	12 Nov, 2025 03:18:08 PM	0:04:30		Internal
685363176233			CTE_Res_Billing		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 06:23:17 PM	12 Nov, 2025 06:29:14 PM	12 Nov, 2025 03:18:08 PM	0:04:30		Internal
685363176233			CTE_Res_Billing		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 06:23:17 PM	12 Nov, 2025 06:29:14 PM	12 Nov, 2025 03:18:08 PM	0:04:30		Internal
685363176233			CTE_Res_Billing		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 06:23:17 PM	12 Nov, 2025 06:29:14 PM	12 Nov, 2025 03:18:08 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
685361994703	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	[redacted]	12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685361994703			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 06:53:28 PM	12 Nov, 2025 07:01:29 PM	03 Nov, 2025 04:27:52 PM	0:03:55		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 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
685362886859	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_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 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685362886859			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 07:35:11 PM	12 Nov, 2025 07:40:16 PM	09 Nov, 2025 03:27:38 PM	0:03:09		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
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685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685363251531			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 08:25:32 PM	12 Nov, 2025 08:36:35 PM	12 Nov, 2025 07:57:41 PM	0:07:08		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 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
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
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685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
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685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
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685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_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 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685362905117			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 08:25:56 PM	12 Nov, 2025 08:37:56 PM	10 Nov, 2025 12:23:32 PM	0:03:36		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
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685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
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685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 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
685363290611	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	[redacted]	12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363290611			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 10:09:04 PM	12 Nov, 2025 10:19:07 PM	12 Nov, 2025 09:49:12 PM	0:04:14		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
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685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
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685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
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685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radi		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363203196			CTE_Res_Billing		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 10:29:05 PM	12 Nov, 2025 10:43:46 PM	12 Nov, 2025 05:23:10 PM	0:03:34		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685363283069	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	[redacted]	12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
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685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
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685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
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685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685363283069			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 10:52:56 PM	12 Nov, 2025 11:01:52 PM	12 Nov, 2025 09:31:34 PM	0:04:23		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 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
685362796552	[redacted]	[redacted]	CTE_Res_Resolution_Consult	[redacted]	Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio	10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	10 Nov, 2025 01:35:16 PM	13 Nov, 2025 01:50:35 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_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 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363266636			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	13 Nov, 2025 02:24:59 PM	13 Nov, 2025 02:42:31 PM	12 Nov, 2025 08:44:15 PM	0:05:54		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio	13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio	13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text	13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 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
685363069384	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio	[redacted]	13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_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 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685363069384			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Nov, 2025 05:25:50 PM	13 Nov, 2025 05:32:18 PM	10 Nov, 2025 10:23:06 PM	0:03:44		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	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
685362901264	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio	[redacted]	10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_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 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685362901264			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 02:30:57 AM	13 Nov, 2025 05:52:34 PM	10 Nov, 2025 02:19:10 AM	0:03:14		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_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 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685363086309			CTE_Res_Outage		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		11 Nov, 2025 07:30:24 AM	13 Nov, 2025 06:00:18 PM	11 Nov, 2025 07:00:22 AM	0:03:11		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_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 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362541674			CTE_Res_Outage		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal

Master Contact	Agent Name	Team	Skill	Evaluator Name	Form Name	Section Title	Question Title	Question Number	Question Type	Answer	Evaluation Start Date	Evaluation Submitted Date	Interaction Date	Interaction Duration	Evaluation Score (%)	Internal / External
685362541674	[redacted]	[redacted]	CTE_Res_Outage	[redacted]	Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea	[redacted]	08 Nov, 2025 03:30:29 AM	13 Nov, 2025 06:11:30 PM	06 Nov, 2025 09:30:16 AM	0:02:43		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685362972942			CTE_Res_Moving		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		12 Nov, 2025 06:00:50 AM	13 Nov, 2025 06:32:39 PM	10 Nov, 2025 06:01:36 PM	0:02:56		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 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
685363398739	[redacted]	[redacted]	CTE_Res_Moving	[redacted]	Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea	[redacted]	13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_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 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685363398739			CTE_Res_Moving		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Nov, 2025 06:25:30 PM	13 Nov, 2025 06:35:32 PM	13 Nov, 2025 05:57:48 PM	0:04:45		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
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685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685362796552			CTE_Res_Resolution_Consult		Resolutions - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		10 Nov, 2025 01:35:16 PM	13 Nov, 2025 06:37:55 PM	07 Nov, 2025 08:21:41 PM	0:02:52		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 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
685363278334	[redacted]	[redacted]	CTE_Police_Fire	[redacted]	Windsor - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea	[redacted]	13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			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 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363278334			CTE_Police_Fire		Windsor - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Nov, 2025 06:43:26 PM	13 Nov, 2025 06:50:42 PM	12 Nov, 2025 07:37:09 PM	0:04:31		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select type of call	1.1	radio		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Select the type of inquiry	1.2	radio		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Contact Information	Enter the related account number as applicable	1.3	text		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Rate the service experience of courtesy	2.1	radio		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should continue	2.2	checkbox		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	For courtesy, employee should improve	2.3	checkbox		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Courtesy	Comments on Courtesy	2.4	textarea		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Rate the service experience of concern	3.1	radio		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should continue	3.2	checkbox		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	For concern, employee should improve	3.3	checkbox		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Concern	Comments on Concern	3.4	textarea		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Rate the service experience of timely resolution	4.1	radio		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should continue	4.2	checkbox		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	For timely resolution, employee should improve	4.3	checkbox		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Timely Resolution	Comments on Timely Resolution	4.4	textarea		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Rate the service experience of technical knowledge	5.1	radio		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should continue	5.2	checkbox		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	For technical knowledge, employee should improve	5.3	checkbox		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Technical Knowledge	Comments on Technical Knowledge	5.4	textarea		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Did the CSR resolve the stated reason for customer's contact?	6.1	radio		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	Please select the best description for the resolution status of the interaction	6.2	radio		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	FCR	If CSR Error, please explain	6.3	textarea		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Did the CSR offer/acknowledge paperless billing and/or alerts during the interaction?	7.1	radio		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Paperless Billing	Comment if "other" was used above	7.2	textarea		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Overall Customer Experience	How would you rate the overall customer experience	8.1	radio		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal
685363163215			CTE_Res_Default		Manchester - Quality Evolution Form	Evaluation Status	Add extra notes below as needed	9.1	textarea		13 Nov, 2025 06:56:55 PM	13 Nov, 2025 07:00:03 PM	12 Nov, 2025 02:02:43 PM	0:02:16		Internal